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USWITCH.COM WELCOMES GOVERNMENT'S CONSULTATION ON EMPOWERING AND PROTECTING CONSUMERS

The Government's 'Consultation On Institutional Changes For Provision Of Consumer Information, Advice, Education, Advocacy And Enforcement Empowering And Protecting Consumers' announced today is welcomed by uSwitch.com, the independent price comparison and switching service.

Ann Robinson, Director of Consumer Policy at uSwitch.com, comments: "We welcome this consultation and the emphasis it places on empowering consumers to make better choices. The key to this is better information, education and consumer confidence. With these pillars in place we can expect to see a far higher level of consumer engagement.

"Simplifying the support network for consumers is a good step forward. However, it's vital that the help available to consumers isn't diluted as a result. Consumers need stronger support, not weaker, if we are to build their confidence. We also welcome the increased focus on Trading Standards and Citizens Advice as both these organisations are recognised and trusted by consumers. Building their roles will help to boost consumer confidence and engagement.

"Despite spiralling living costs consumers are still not fully engaged in some regulated markets, including energy, so we welcome measures to improve this. Today's proposal to set up a single regulated industries unit should reduce consumer confusion and allow for more sharing of best practice, ultimately providing greater protection for consumers.

"If the Government gets these changes right we should see a far more proactive approach to encouraging people to make the right decisions for themselves rather than stepping in to mop up the mess for consumers when things go wrong."

For more information visit www.uSwitch.com or call 0800 093 06 07

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For more information please contact:

Jo Ganly, uSwitch.com on 0207 802 2915 or joganly@uswitch.com

Beth Murray, Lansons Communications on 0207 566 9728 or bethm@lansons.com

Lisa Grando, Lansons Communications on 0207 294 3669 or lisag@lansons.com

About us

uSwitch.com is a free, impartial, online and telephone-based comparison and switching service, helping consumers compare prices on gas, electricity, water, heating cover, home telephone, broadband, digital television, mobile phones and personal finance products including mortgages, credit cards, current accounts and insurance. In 2010 uSwitch.com celebrated ten years of saving customers money.

uSwitch.com is the first comparison website to achieve the Plain English Campaign's Internet Crystal Mark, which is recognised as a standard that a website has clear language, is accessible and easy to use, and has been tested on a sample of its users.

uSwitch.com is dedicated to helping consumers save money whether they have internet access or not. It offers a dedicated call centre, manned by uSwitch customer service representatives, as well as a freepost 'Send us your bill' service, whereby customers can post their latest energy bills with their telephone number to FREEPOST USWITCH, to get a free call back from a dedicated customer services representative. The service is also available via fax, email and post. Consumers should fax 0203 214 8417, email CustomerServices@uswitch.com or write to Customer Services, uSwitch.com, Centro 3, 19 Mandela Street, London, NW1 0DU with their postcode and usage details.

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