

PRESS RELEASE

The CNMC sets up a mailbox to receive information, complaints and questions related to COVID-19

- The Commission will investigate any conduct that affects the prices of basic products, including those related to health care.
- Any temporary agreements intended to guarantee that resources are available to deal with the effects of the pandemic will be analysed from the perspective of competition, and will consider the exceptional situation.
- Complaints or questions can be reported to the following address: covid.competencia@cnmc.es
- During the current COVID-19 pandemic, the CNMC's priority is the defence of consumers.

Madrid, 31 March, 2020- The CNMC has set up a mailbox specifically for competition issues related to COVID-19. Its purpose is to receive information, complaints or questions involving measures or actions taken by companies as a result of the current crisis. Complaints and questions can be reported to the following address: covid.competencia@cnmc.es

The CNMC's priority during the COVID-19 pandemic is to defend consumers. This exceptional situation could lead companies to engage in various forms of temporary cooperation to facilitate the supply of essential products or services, which will be analysed from the standpoint of the Anti-Trust Law in light of the current situation.

However, in such circumstances, it could also lead companies to try to take advantage of this situation to the detriment of consumers, especially with regard to price levels that cannot be justified by current market demand and supply conditions. This could happen in various sectors, but especially in the health care and funeral or crematorium services sectors.

Because of this, and as recently agreed by all the European competition authorities, which comprise the "[European Competition Network](#)" (ECN), the CNMC will evaluate whether any agreements adopted by competitors seek to resolve the problems of the current crisis and guarantee supply to benefit the public interest, or on the contrary they might go further and be detrimental to consumers. ([See joint ECN statement](#)).

In this regard, the CNMC reiterates that it will take action against any conduct that seeks to take advantage of the current crisis to harm consumers, which is why it is closely monitoring how the affected markets are evolving and, in particular, the

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price formation for basic products and services, including health and funeral services.

The Competition Unit has set up an email inbox to receive information, complaints or questions related to any potential measures or actions that are carried out during this pandemic: covid.competencia@cnmc.es

More information on the CNMC and its actions during the COVID-19 crisis:

<https://www.cnmc.es/novedad/medidas-covid>

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