



NATIONAL AUTHORITY FOR TRADE AND CONSUMER PROTECTION

PRESS RELEASE

The National Authority for Trade and Consumer Protection warns about subscriber traps on websites

Consumers can be hit by online subscriber traps that can cost tens of thousands of forints. The National Authority for Trade and Consumer Protection (NATCP) and the government offices under its professional control will therefore this year focus on checking for subscriber traps in the online space, while also raising awareness among consumers of the importance of prevention.

The NATCP and government offices with consumer protection powers have recently received several reports of a new type of online fraud.

These sites typically offer products or services at very low prices, but do not inform the customer, or only in a hidden place, that the transaction involves a recurring payment obligation. Thus, consumers only find out weeks later that tens of thousands of forints will be deducted from their account on a continuous basis based on the credit card details they have provided.

In these cases, after the first intended and approved payment, the charges may continue until the consumer cancels the service. Therefore, the NATCP specifically recommends that you regularly review your credit card transactions and bank account history which may reveal online fraud.

Anyone who experiences such a case should immediately report it to their account-holding bank, request a block or request a chargeback procedure, under which the amount paid can be returned to their account, depending on the card company's policy.

At the same time, consumer awareness and prevention also play a key role: it is important to check the website carefully before buying, to be suspicious if the shop is selling at a blatantly low price, to search the internet for consumer reviews and ratings, to read the terms and conditions to avoid scams that can be very costly.

This year, the NATCP will also carry out a targeted inspection of online sales to check whether businesses are using deceptive, unfair practices in the form of hidden subscription traps in the sale of products or services.

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National Authority for Trade and Consumer Protection