



THE TRUST YOU SCHEME

The Trust You Scheme

The Trust You Scheme facilitates the building of a good and trustworthy relationship between consumers and traders. The Scheme also aims at enhancing consumer confidence in genuine businesses and organisations that are committed to provide consumers with good quality products and services.

Who can join the Trust You Scheme?

The Scheme is open to large and small enterprises, to service providers and also to non-Government organisations, selling products or providing a service to consumers.

What does joining the Trust You Scheme entail?

Businesses that opt to join the Scheme commit to comply with its Code of Conduct. This Code covers the whole service/product acquisition cycle.





Code of Conduct

1. Promote a customer-friendly relationship.
2. Conform to all relevant regulations.
3. Do their best to ensure that their premises are accessible and safe.
4. Advertise and provide information in a way that does not mislead potential customers.
5. Try to understand customer requirements and advise accordingly.
6. Indicate/quote prices that are all-inclusive.
7. Adhere to agreed commitments.
8. Ensure that all complaints are dealt with in a timely manner.
9. Avoid, when possible, that disputes are referred to the Consumer Claims Tribunal by opting for resolution through conciliation.
10. Provide adequate after-sales customer service.

How can businesses and organisations apply?

To join the Scheme, businesses may either fill in the online application which is accessible through the following link: <http://bit.ly/3FHI3nL> or fill in the application form attached to this leaflet.

Approved applicants are sent a certificate and stickers with the Trust You logo. These must be displayed in a prominent place in the establishment where consumers can see them.

Each year the confirmed members of the Scheme are issued with new stickers that indicate the current year.

Non-adherence to the Trust You Code of Conduct

Businesses subscribed to the Scheme that do not observe its Code of Conduct are removed from the Scheme. Defaulting participants are suspended for a period of time before allowed to re-apply.

Further Information

For further information about the Trust You Scheme, both consumers and traders may contact the Malta Competition and Consumer Affairs Authority by visiting **www.mccaa.org.mt** or by calling on **2395 2000**.



MCCAA

MALTA COMPETITION AND
CONSUMER AFFAIRS AUTHORITY



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APPLICATION FORM

Trust You Scheme

APPLICANT NAME _____

I.D. CARD NO _____

RESIDENTIAL
ADDRESS _____

POSITION _____

TELEPHONE _____ MOBILE _____

EMAIL _____ VAT NO _____

TYPE OF BUSINESS
/SERVICE/OTHER _____

ADDRESS _____

Content Declaration:

☐ I, hereby declare that the details furnished in this application are true and correct to the best of my knowledge and belief and I undertake to inform the Malta Competition and Consumer Affairs Authority of any changes therein, immediately. In case any of the above information is found to be false, untrue, misleading or misrepresenting, I am aware that I may be held liable for it.

Data Protection Declaration:

☐ The Malta Competition and Consumer Affairs Authority ("the Controller") will process your personal data in accordance with the relevant provisions of the General Data Protection Regulation (GDPR), the Data Protection Act (Chapter 586 of the Laws of Malta) and other regulations made thereunder. The Controller will process your personal data for licensing and administrative purposes and to comply with its legal obligations. For further information on how your personal data will be processed refer to the Controllers' privacy policy found on the website.

I, the data subject, hereby consent to having the Malta Competition and Consumer Affairs Authority collect and process my personal information from this application.

SIGNATURE

DATE

Please send your application form to:

Office for Consumer Affairs , Malta Competition and Consumer Affairs Authority
Mizzi House, National Road, Blata I-Bajda HMR 9010, Malta.