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EIOPA-19/457  
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**Your invitation to comment on the draft practical guidelines on “The use of EU official languages when communicating with the public”**

Dear Ms O'Reilly,

Thank you for your invitation of 15 July seeking EIOPA's comments to your draft practical guidelines on “The use of EU official languages when communicating with the public”.

We agree with the overall aim of the draft guidelines.

EIOPA's Management Board adopted the Code of Good Administrative Behaviour<sup>1</sup> to ensure that citizens when addressing EIOPA will receive the answer in the language used when addressing EIOPA.

EIOPA as a European public authority is obliged to use effectively and efficiently the resources (budgetary and human) determined by its given mandate and related business priorities and needs. In this regards EIOPA constantly strikes the balance between the need of providing information about its actions and decisions in all EU official languages. Limited resources oblige us to follow often a restrictive approach.

In compliance with the Council Regulation No 1 determining the languages used by the European Economic Community, EIOPA translates obligatory information in all EU official languages, such as guidelines<sup>2</sup>, recommendations, etc. Going beyond, EIOPA translates the summary of the Annual Report.

In its outreach activities, such as welcoming visitors at EIOPA's premises, answering enquiries from citizens received via its info hotline, questions received via the Questions & Answers process on regulation or members of management and experts speaking at events in different European Union countries, our goal is

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<sup>1</sup> See article 13 of EIOPA-MB-11/043

<sup>2</sup> See link to examples of [guidelines](#), [recommendations](#), [Annual Report summary](#), [info hotline](#), [questions & answers process on regulation](#), [visitors](#), etc.

to interact in the language of the visitors, requesters and the audience respectively. Due to the resources available, this goal is not always achieved.

We are currently redesigning our website, to be launched in early 2020. The new website will feature an improved section dedicated to consumers and, although this section will initially be available in English only, we plan to follow up in all EU official languages.

EIOPA takes note of your proposal to allow contributions to public consultations in all EU official languages. Such proposal will have a significant impact on budgetary resources.

EIOPA translates relevant information on an ad-hoc basis. For example, last year EIOPA successfully rolled out a campaign, in almost all EU official languages, for the call for candidates to select Members of the EIOPA's Stakeholder Groups. As a result, the number of applications rose significantly, which in turn led to a better representation of consumers in the Groups.

According to our Regulation, EIOPA is – as other European agencies are - required to use the services of Translation Centre of the European Union (CdT). If all agencies were to increase their translation requests to the CdT – as your proposals suggest – it is important to increase its capacity in view of ensuring the quality of their output and we would also suggest to allow for using services of other providers.

In 2019 and in 2020, EIOPA expects to spend seven times more budget on translations compared to 2018. Currently, this increase is the result of obligatory translations and required ad hoc communication, which would be significantly higher if obligatory translation will increase.

My staff and I remain at your disposal for further exchanges on multilingual communication. For any questions feel free to contact Florian Ouillades (+49-69-951119-714; Florian.Ouillades@eiopa.europa.eu).

Following the transparency principle in its communication, EIOPA will publish your request and its reply via our website.

Yours sincerely,

