

99118006000000

Consumer Center

Heruntergeladen am 10.07.2025

<https://fimportal.de/xzufi-services/S1000020010000002636/S100002>

Modul	Sachverhalt
Leistungsschlüssel	99118006000000
Leistungsbezeichnung I	Consumer Center
Leistungsbezeichnung II	Consumer Center
Typisierung	2/3 - Bund: Regelung (2 oder 3), Land/Kommune: Vollzug
Quellredaktion	Hamburg
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	<div lang="en-x-mtfrom-de">Consumer protection</div>
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher Ansprechpartner	Nein

Modul	Sachverhalt
Fachlich freigegeben am	
Fachlich freigegeben durch	
Handlungsgrundlage	Act on extrajudicial legal services § 8 paragraph point 4 Legal Services Act (RDG)
Teaser	Get information and advice from the Hamburg consumer advice center.
Volltext	The Hamburg Consumer Advice Center advises and informs you independently and neutrally on the following topics: Shopping, travel and leisure Telephone and Internet Investments and retirement planning Insurance Account and credit Real estate and real estate financing building and living Energy saving and energy law Environment and sustainability Food and nutrition Health and patient protection Products and tests
Erforderliche Unterlagen	If possible, gather together the documents you have relating to your issue.
Voraussetzungen	You are a private end consumer. Your question relates to an existing contractual relationship with commercial providers or to their preparation. You are assumed to have a contractual relationship with a provider ("imputed contract"). Your request can be assigned to one of the possible consulting areas.
Kosten	The fees depend on: the type of consultation (personal, telephone, electronic) the duration of the consultation the topic of consultation
Verfahrensablauf	The consumer advice center advises you on all topics that are of interest to you as a consumer - by telephone, in person, via video chat or in writing. In addition to consulting, the experts offer numerous lectures and webinars. You can find all offers on the consumer advice center's website. There you can book appointments directly and register for the lectures and webinars. You can also get information and make appointments at the consumer advice center's information center on Kirchenallee/corner of Ernst-Merck-Straße. For further contact details and an overview of the advisory services available, please see

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	the links below.
Bearbeitungsdauer	The processing time depends on your request.
Frist	Whether and what deadlines there are depends on your request.
weiterführende Informationen	https://www.vzh.de https://www.vzh.de https://www.vzh.de/vzh/352035/vzh_Unser_Angebot-mit%20Logo.pdf https://www.vzh.de/vzh/352035/vzh_Unser_Angebot-mit%20Logo.pdf
Hinweise	The consumer advice center advises you on all topics that are of interest to you as a consumer - by telephone, in person, via video chat or in writing. In addition to consulting, the experts offer numerous lectures and webinars. You can find all offers on the consumer advice center's website. There you can book appointments directly and register for the lectures and webinars. You can also get information and make appointments at the consumer advice center's information center on Kirchenallee/corner of Ernst-Merck-Straße. For further contact details and an overview of the offers, please see the links below.
Rechtsbehelf	Whether and what legal remedy is available depends on your concerns.
Kurztext	The Hamburg Consumer Advice Center advises and informs you independently and neutrally on the following topics: Shopping, travel and leisure Telephone and Internet Investments and retirement planning Insurance Account and credit Real estate and real estate financing building and living Energy saving and energy law Environment and sustainability Food and nutrition Health and patient protection Products and tests
Ansprechpunkt	
Zuständige Stelle	Justice and Consumer Protection Authority
Formulare	
Ursprungsportal	Behördenfinder Hamburg, Authority finder Hamburg

Modul

Sachverhalt

(Currently this link is only available in german)