

**Question for written answer E-000248/2025
to the Commission**
Rule 144
Andi Cristea (S&D)

Subject: Regulation of digital ride-hailing and home delivery platforms to protect consumers

EU citizens are experiencing considerable problems on ride-hailing and home delivery platforms:

1. Drivers confirm rides but fail to arrive. They deliberately force customers to cancel rides in order to pocket penalty charges, meaning that consumers lose time and money. Such practices go unpunished and there is no effective way for customers to even report them.
2. Customers have no access to direct support in the event of problems, such as a telephone number for swiftly resolving issues.
3. There are no – or insufficient – safety checks on drivers and deliverers, which endangers users and diminishes trust in these platforms.

This situation calls for the implementation of new pieces of primary legislation.

Will the Commission therefore:

1. Bring forward new legislative measures, or update the existing framework, to oblige ride-hailing and home delivery platforms to provide direct and swift support to consumers?
2. Manage effectively the introduction of clear-cut penalties for abusive practices and malpractice by drivers?
3. Require by means of Community legislation that rigorous checks, including of police records, be conducted for all drivers and deliverers operating on these platforms?

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