

Enquiries team

We strive to make the ECB's work better understood and grow trust in the institution by fostering engagement with the general public and key partners. We also support this at local level in Frankfurt and the Rhine- Main region, through ongoing dialogue with local stakeholders.

What we do:

- ♦ [Handle enquiries from citizens](#) about the ECB's tasks and functions in a timely and appropriate manner. The Public Enquiries function is a compulsory activity for all EU institutions.

These activities give us an opportunity to engage with various audiences, to listen to the feedback and concerns of citizens, and to explain the work of the ECB to the wider public.

The knowledge gained from our activities is used to advise other ECB business areas on further communication

If you receive an enquiry from a citizen (email, letter or call), please forward it to the [Public Enquiries team](#) or ext. 1300. The colleagues will handle the request on behalf of the ECB.

Disclaimer: the text above includes only those parts of the original document which are relevant for this particular public access request.