
Intergovernmental Group of Experts on Consumer Law and Policy
(IGE Consumer)

2nd SESSION
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Tuesday, 4 July 2017
Afternoon Session

Agenda Item 3e. Consumer protection in electronic commerce

Presentation by
Federal Trade Commission
United States

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Second IGE on Consumer Protection Law and Policy

The Protection of Consumers In Electronic Commerce

Deon Woods Bell

Office of International Affairs

Federal Trade Commission

July 4, 2017

The views expressed in this presentation are my own and do not necessarily reflect the views of the Commission or any Commissioner.



Cross Border Enforcement Cooperation



FILE A COMPLAINT OTHER STEPS YOU CAN TAKE NEWS AND TRENDS

Report international scams online!

- econsumer.gov is a partnership of more than 35 consumer protection agencies around the world.
- Your complaint helps authorities spot trends and combat fraud.



Click on a complaint subject below to get started

- Online Shopping/Ecommerce Services/Computer Equipment
- Credit and Debt
- Telemarketing and Spam
- Jobs and Making Money
- Impostor Scams: Family, Friend, Government, Business or Romance
- Lottery, Sweepstakes, or Prize Scams
- Travel and Vacations
- Phones/Mobile Devices, and Phone Services
- Other

How we use and share your data

WHAT IS ECONSUMER.GOV?

econsumer.gov is where you can report international scams and learn about other steps you can take to combat fraud. Your complaints help consumer protection agencies around the world spot trends and work together to prevent international scams.



Learn more

Member Countries

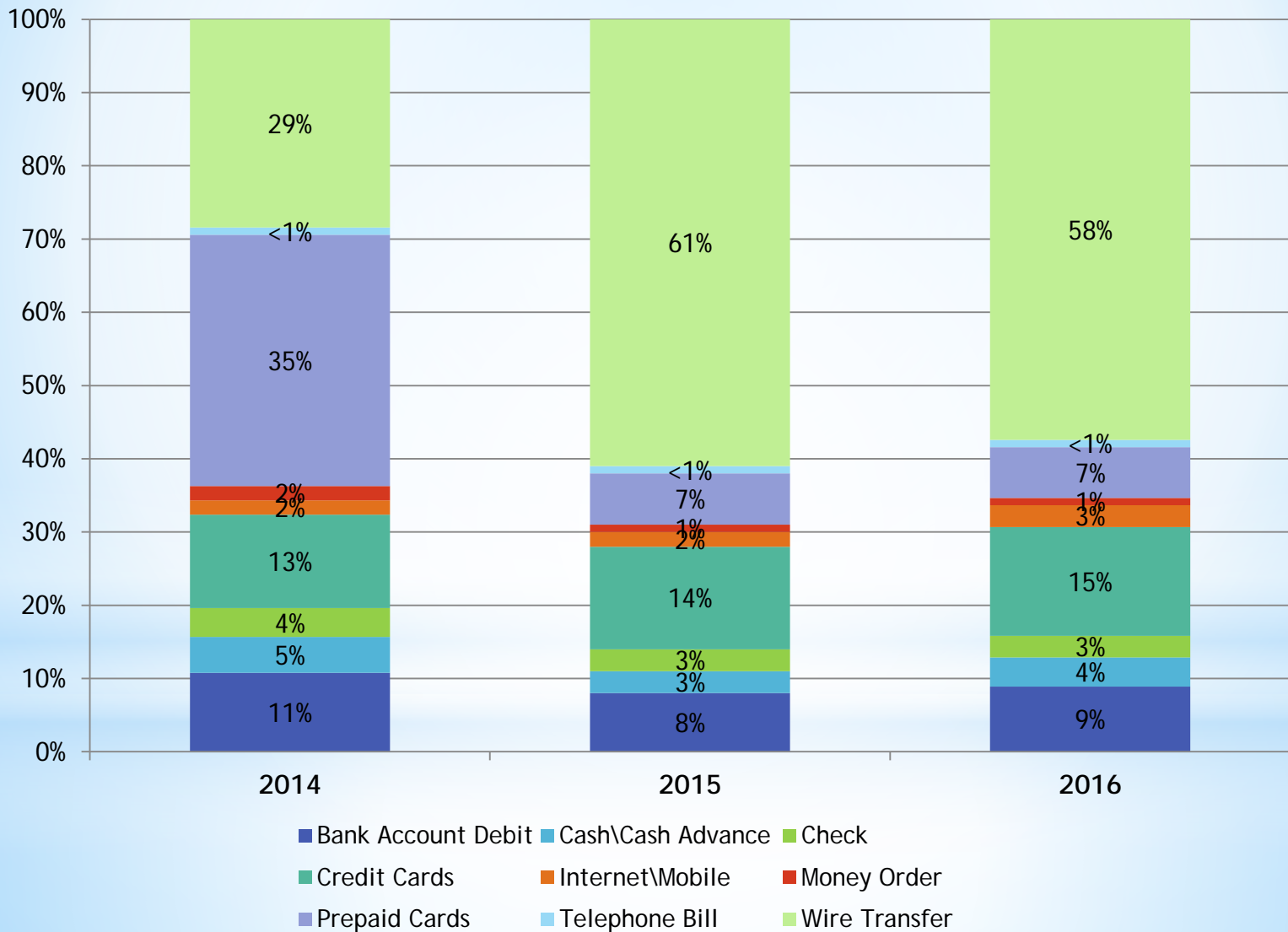


* econsumer.gov provides certified law enforcement and regulatory agencies in over 35 ICPEN member countries access to consumer complaints to assist in investigating fraud and uncovering new scams

* **econsumer.gov**

* Complaint Analysis

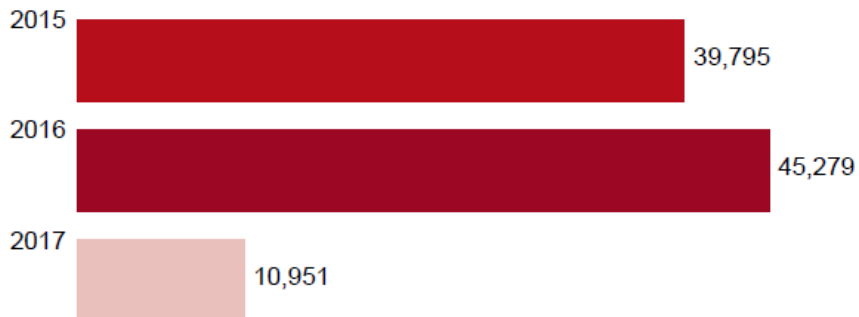
Payment



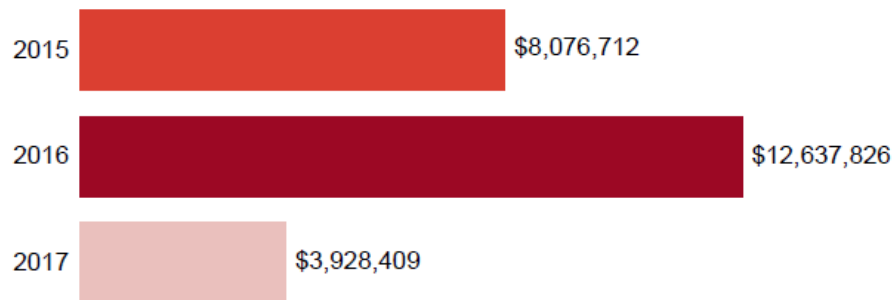
* Tech Support Complaints

January 1, 2015 to April 1, 2017

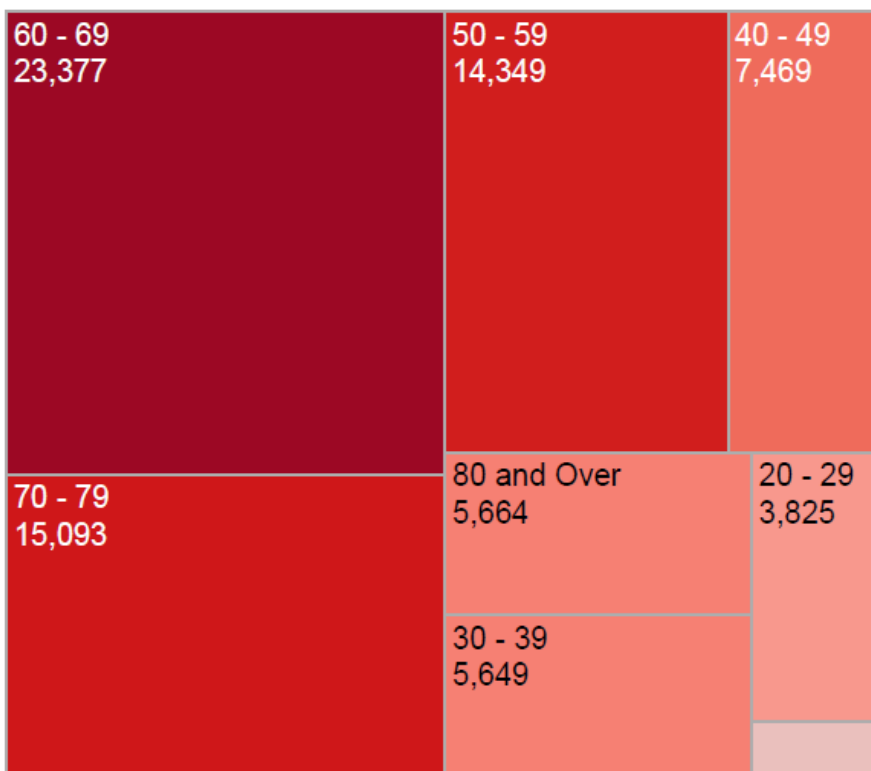
Total Number of Complaints



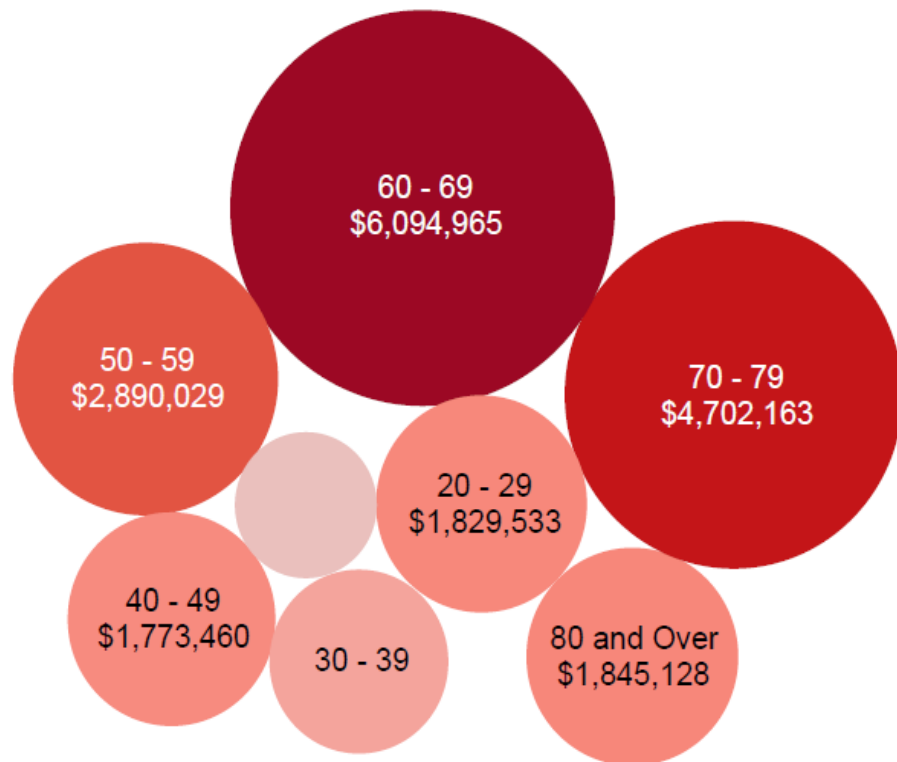
Total Amount Paid % Reported: 86.81%



Complaints by Reported Age Range



Amount Paid by Reported Age Range



Thank you!

Deon Woods Bell

*Office of International
Affairs*



Federal Trade Commission
600 Pennsylvania Ave., N.W.
Washington, D.C. 20850

Ph: +1(202) 326-33307
e-mail: dwoodsbell@ftc.gov

TOP COMPLAINTS FROM CONSUMERS

January - December 2016



BY STATE

IDENTITY THEFT
MI, FL, DE, CA, IL

FRAUD & OTHERS
FL, GA, MI, TX, NV

BY CATEGORY

- 1 DEBT COLLECTION
- 2 IMPOSTER SCAMS*
- 3 IDENTITY (ID) THEFT
- 4 PHONE & MOBILE
- 5 BANKS & LENDERS

*moved to #2 due to more complaints about government imposters and fewer in ID theft

Common issues and challenges:

- fraud and deception
- impact of technological innovation on new and emerging business models and consumer decision-making
- development of investigative tools and techniques for consumer protection issues involving ecommerce
- Another pervasive challenge with ecommerce is the issue of cross-border enforcement cooperation.



Sentinel Information

- Home
- Consumer Sentinel Fact Sheet
- Members
- Reports
- Newsletters
- Consumer Tips
- Data Contributors
- Econsumer.gov
- Consumer Sentinel/Military

Consumer Sentinel is the unique investigative cyber tool that provides members of the Consumer Sentinel Network with access to millions of consumer complaints. Consumer Sentinel includes complaints about:

- Identity Theft
- Do-Not-Call Registry violations
- Computers, the Internet, and Online Auctions
- Telemarketing Scams
- Advance-fee Loans and Credit Scams
- Sweepstakes, Lotteries, and Prizes
- Business Opportunities and Work-at-Home Schemes
- Health and Weight Loss Products
- Debt Collection, Credit Reports, and Financial Matters

Consumer Sentinel is based on the premise that sharing information can make law enforcement even more effective. To that end, the Consumer Sentinel Network provides law enforcement members with access to complaints provided directly to the Federal Trade Commission by consumers, as well as providing members with access to complaints shared by data contributors, who include:

- Participating Better Business Bureaus (BBBs)
- The Internet Crime Complaint Center (IC3)
- Phonebusters
- The US Postal Inspection Service (USPIS)
- The National Fraud Information Center (NFIC)
- The Identity Theft Assistance Center (ITAC)

Consumer Sentinel has undergone a major overhaul, and is now powered by an enhanced search engine and user interface, making it easier than ever to find the information that you need. In addition to the new tools, the system has a spiffy new look and feel, and incorporates new data access and security features.

Consumer Sentinel is free and available to any federal, state or local law enforcement agency. In addition, Consumer Sentinel information is also available to select international law enforcement authorities. Find out more about becoming a Sentinel member.

How Does My Law Enforcement Agency Become A Consumer Sentinel Member?

During the registration process, your application must be completed for your organization or subgroup in a single session. Please review the checklist and ensure

* Imposter Scams:

* Up 13% from 2015