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

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ROUND TABLE ON CONSUMER PROTECTION IN FINANCIAL SERVICES

By Ninette K. Mwarania

"A Kenyan economy with globally efficient markets and enhanced consumer welfare for shared Prosperity"

Laws on Consumer Protection in Financial Services

- ▶ **Constitution of Kenya, 2010 - Article 46 Consumer Protection Act**
- ▶ **Competition Act No. 12 of 2010 - Section 56 (3 and 4)**
- ▶ **Sector regulators** such Central Bank of Kenya, Insurance Regulatory Authority and Retirements Benefits Authority have provisions dealing with protecting consumers on financial services
- ▶ **Financial Markets Conduct Bill, 2018 – Regulate access to credit**

Financial Inclusion Through Financial Education

- ▶ Consumer education on financial terms
- Disclosure of charges and fees by financial services providers
- Disclosure of terms and conditions
- Ensuring that the language used in terms and conditions is not too lengthy and complex for a consumer to understand
- Sales agents contracted by banks should be constantly trained on how to educate the consumer on financial terms

Initiatives that Foster Consumer Protection in Financial Services

- ▶ **Collaboration and cooperation** with sector regulators to ensure consumer complaints are resolved
- ▶ **Periodic review of the laws and regulations** to ensure that they are addressing emerging trends in financial services, are in line with international best practice and are addressing the challenges presented by issues such as innovation

Initiatives that Foster Consumer Protection in Financial Services

- ▶ **Collaboration and cooperation with international networks**, which will foster sharing of experiences, learning and convergence in addressing emerging issues and resolving consumer complaints

- ▶ **Periodic review of investigative procedures and processes** to ensure they are capable of addressing emerging trends

Initiatives that Foster Consumer Protection in Financial Services

- ▶ **Sensitizing the business community on the emerging consumer issues**, as a way of ensuring deterrence and to identify joint efforts to protect consumers

- ▶ **Sensitizing consumers on financial services** by consumer protection agencies in collaboration with sector regulators in the financial services sector

How Member States, Consumer Groups and Business can Collaborate

- ▶ **Empowering consumer groups through training to detect consumer issues in the financial services and forwarding the complaints to consumer protection agencies for investigation**
- ▶ **Enhanced collaboration of members States through webinars, conferences to foster learning and identifying joint enforcement interventions**
- ▶ **Collaborating with businesses to prioritize on consumer protection**

Contribution by UNCTAD & Other International Organizations to Improve Consumer Protection In Financial Services

- ▶ **Undertaking research on consumer protection** in financial services and sharing of the research findings through publications
- ▶ **Capacity building on consumer protection** in financial services (learning material like videos)



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THANK YOU

Vision: "A Kenyan economy with globally efficient markets and enhanced consumer welfare for shared Prosperity"