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

2nd SESSION
3-4 July 2017
Room XVII, Palais des Nations, Geneva

Monday, 3 July 2017
Afternoon Session

**Agenda Item 3 c. The protection of vulnerable and
disadvantaged consumers**

Contribution by
Republic of Turkey Ministry of Customs and Trade
*Comments and Evaluations on the 2nd session (The protection of vulnerable and
disadvantaged consumers)*

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expressed are those of the author and do not necessarily reflect the views of UNCTAD.*

As Ministry of Customs and Trade General Directorate of Consumer Protection and Market Surveillance of Turkey, the contact point of UNCTAD and the main responsible institution for consumer protection in Turkey, we are pleased to attach our comments and evaluations about the Second session of the Intergovernmental Group of Experts (IGE) on Consumer Protection Law and Policy of 3 and 4 July 2017.

- **Comments and Evaluations on the 2nd session (The protection of vulnerable and disadvantaged consumers) :**

Within the context of 2nd session, we are ready to present the main components and principles of our project on “Improving Financial Literacy”, which mainly addresses to disadvantaged groups. The project is projected to contribute to the continuing efforts for promoting consumer awareness, specifically by improving financial literacy, in line with consumer protection. Desired impacts of the project is a significant decrease in consumer complaints and deceptions due to the increase at the level of financial knowledge among the consumers; disputes are projected to decrease due to the better understanding of financial issues and efficient decision making process. Increased financial literacy of financial consumers is expected to have macroeconomic consequences such as prevention of excessive borrowing, increasing private savings, etc.; since better understanding of financial issues can also affect the long-term stability of the economy.

About 2nd session, we also believe that immigrant consumers and/or undocumented consumers should be taken into the framework of vulnerable and disadvantaged consumers. Within this respect, tailored policies such as special consumer information strategy for immigrants can be discussed and co-operation among member states’ institutions can be evaluated.

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