
**Ad Hoc Expert Group Meeting on Emerging consumer protection trends and challenges: Implementing the United Nations
Guidelines for Consumer Protection**

1st SESSION
29 November 201
Room XI, Palais des Nations, Geneva

Making consumers count: Promoting consumer protection in general policy making

Contribution by
Mr. Hugh Stevenson,
Deputy Director, Office of International Affairs
Federal Trade Commission
United States of America

*This material has been reproduced in the language and form as it was provided. The views expressed are those of the author and do not necessarily reflect the views of
UNCTAD.*

Consumer Policy Toolkit

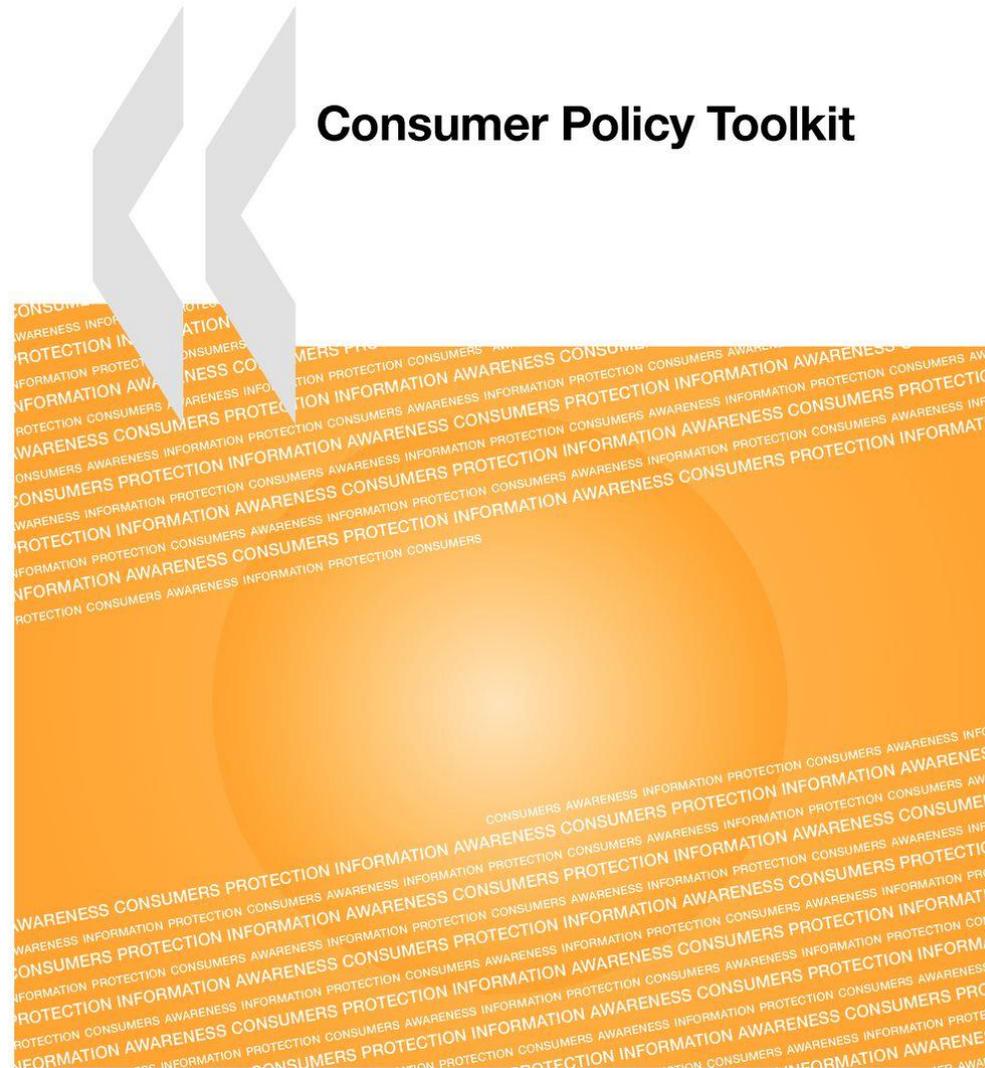


Figure 0.1. **Consumer policy making steps**

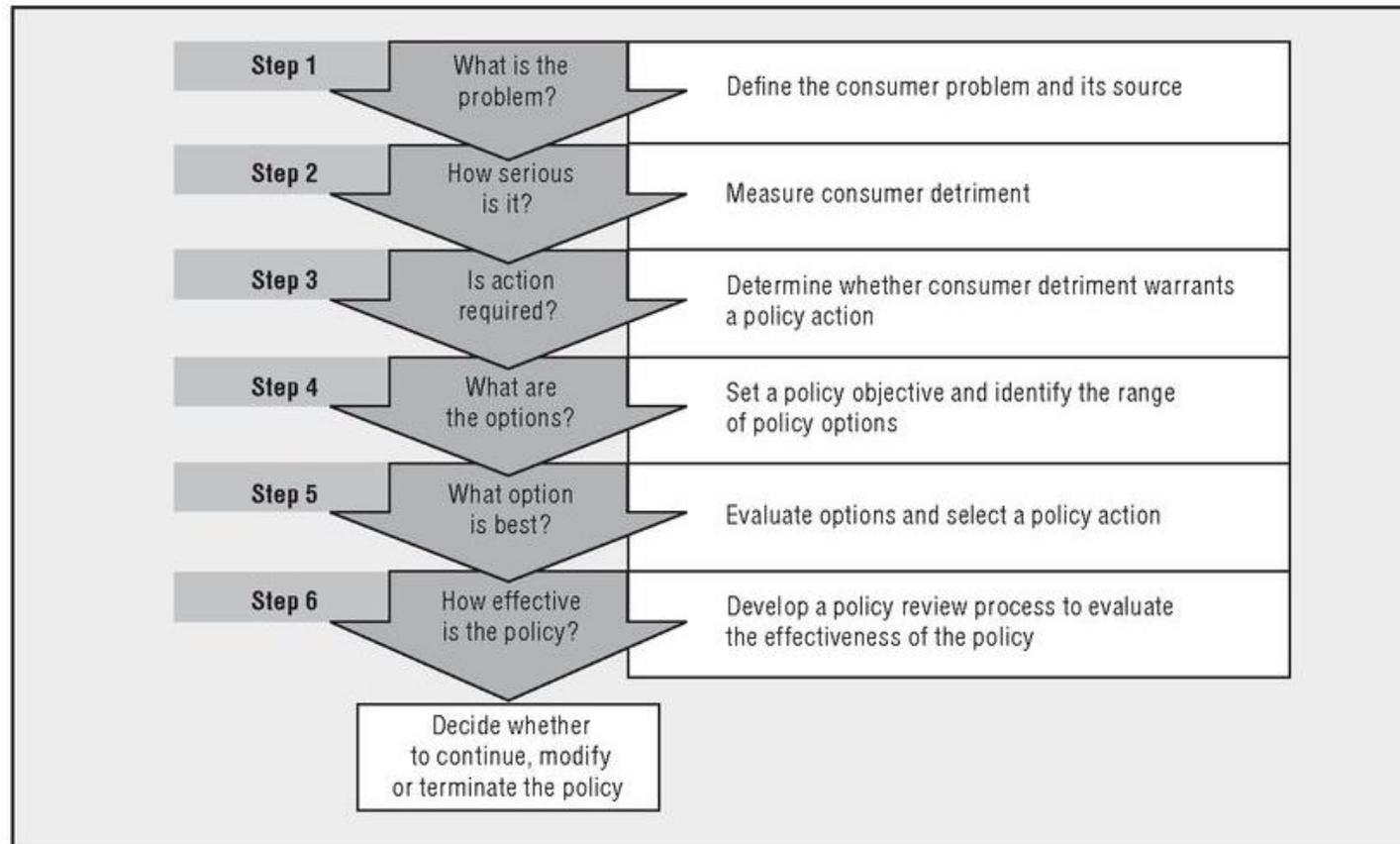
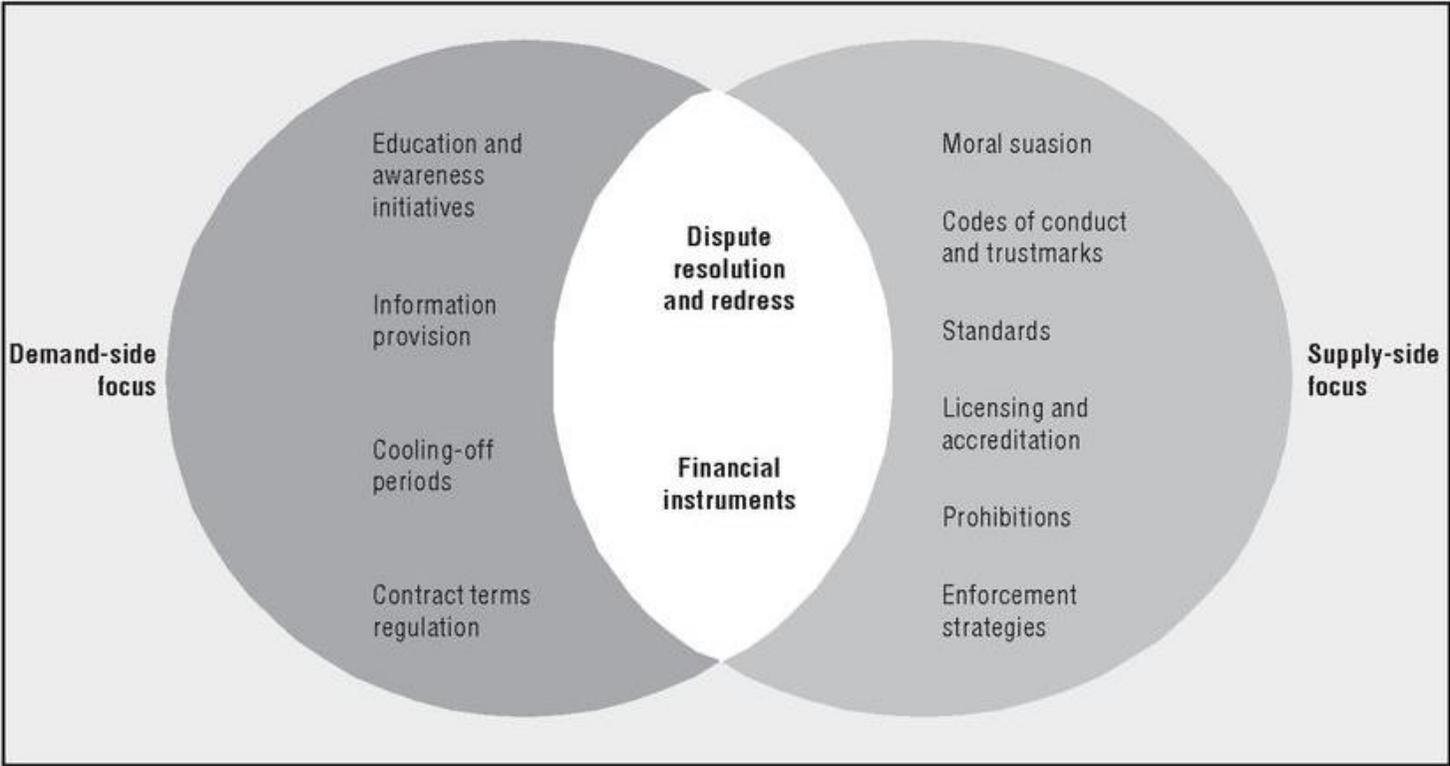


Figure 0.2. **Consumer policy tools to target the demand and supply side of markets**

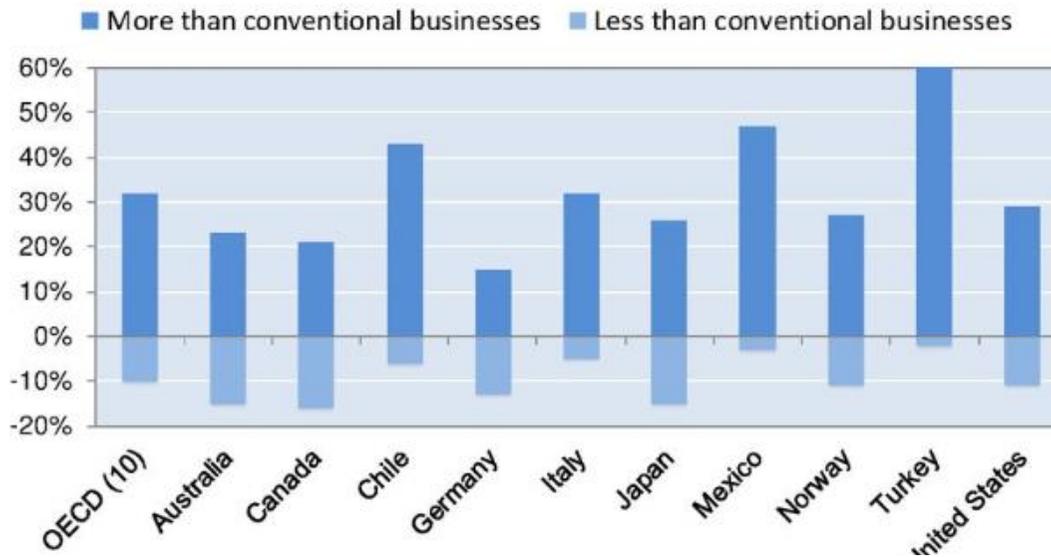


5. The role of trust

5.1. Consumers generally trust peer platforms more than conventional businesses

Nearly one in three consumers trusts the specific peer platform they were commenting on **more than conventional businesses in the same market**. And while the degree to which this trust is evident varies significantly across countries and markets, in all cases the balance is positive (see Figure 5.1). Only a small minority of users (an average of 10% of users across the ten OECD countries surveyed) trust their peer platform less than conventional businesses in the same market.

Figure 5.1. Trust in peer platforms vs. conventional businesses in the same market (Q17)



OECD Digital Economy Papers

Trust in peer platform markets: Consumer survey findings

DOI: <https://dx.doi.org/10.1787/1a893b58-en>

Trust is a key component in peer platform markets (PPMs). In 2016, the OECD's Committee on Consumer Policy (CCP) produced a report on Protecting consumers in peer platform markets: Exploring the issues. The 2016 report examined a number of the mechanisms that peer platforms have themselves...

OECD publishing



Search



ABOUT THE FTC

NEWS & EVENTS

ENFORCEMENT

POLICY

TIPS & ADVICE

I WOULD LIKE TO...



TAKE ACTION



File a Consumer Complaint



Report Identity Theft



Get Your Free Credit Report



Register for Do Not Call



Get Consumer Alerts



Order Free Resources



FREE CREDIT FREEZE & FRAUD ALERTS



FTC HEARINGS & PUBLIC COMMENT TOPICS

LATEST NEWS

[More News >](#)

COMPETITION

[More >](#)



[Home](#) » [News & Events](#) » [Press Releases](#) » [Court Temporarily Halts International Operation that Allegedly Deceived Consumers through False Claims of "Free Trial" Offers and Imposed Unauthorized Continuity Plans](#)

Court Temporarily Halts International Operation that Allegedly Deceived Consumers through False Claims of "Free Trial" Offers and Imposed Unauthorized Continuity Plans

FTC alleges the defendants used U.S. and overseas shell companies to illegally gain access to consumer payments

SHARE THIS PAGE



FOR RELEASE

November 28, 2018

TAGS: [Finance](#) | [Bureau of Consumer Protection](#) | [Northeast Region](#) | [Consumer Protection](#) | [Online Advertising and Marketing](#) | [Payments and Billing](#)

In response to the Federal Trade Commission's motion, a U.S. district court in California issued an order temporarily halting an alleged Internet marketing scam. The Commission alleges the defendants marketed supposedly "free trial" offers for personal care products and dietary supplements online, but then charged consumers the full price of the products and enrolled them in negative option continuity plans without their consent.



Related Cases

[Apex Capital Group, LLC](#)

For Businesses

[Blog: Complaint alleges unauthorized charges and credit card laundering put consumers through the spin cycle](#)



ABOUT THE FTC

NEWS & EVENTS

ENFORCEMENT

POLICY

TIPS & ADVICE

I WOULD LIKE TO...

Home » Policy » Hearings on Competition and Consumer Protection in the 21st Century

Policy

ADVOCACY

ADVISORY OPINIONS

COOPERATION AGREEMENTS

FEDERAL REGISTER NOTICES

REPORTS

STUDIES

TESTIMONY

PUBLIC COMMENTS

POLICY STATEMENTS

INTERNATIONAL

HEARINGS ON COMPETITION &
CONSUMER PROTECTION

Public comment topics and
process

Hearings on Competition and Consumer Protection in the 21st Century

Hearings on
Competition and Consumer Protection
in the 21st Century



The Federal Trade Commission will hold a series of public hearings during the fall and winter 2018 examining whether broad-based changes in the economy, evolving business practices, new technologies, or international developments might require adjustments to competition and consumer protection law, enforcement priorities, and policy. The [PDF version of this content](#) includes footnotes and sources. All the hearings will be webcast live.

WATCH PREVIOUS HEARINGS

HEARINGS CALENDAR

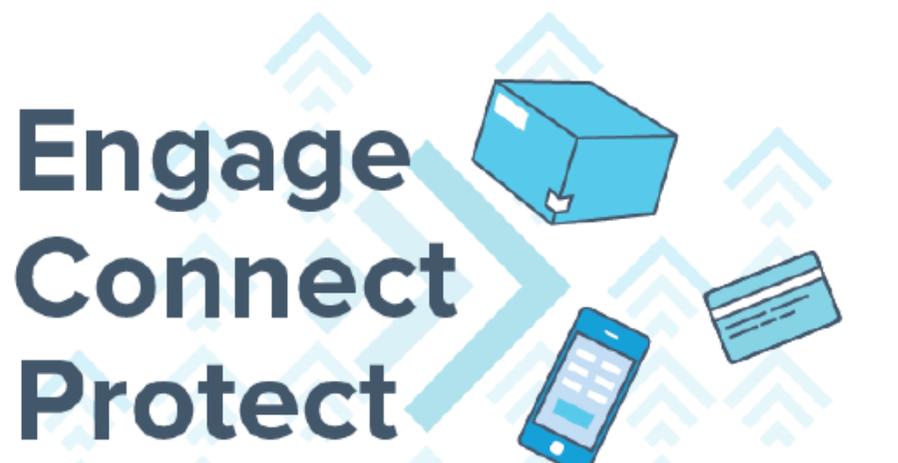
Hearing	Date	Topics	Location
Upcoming Hearings			

Engage, Connect, Protect

The FTC's Projects and Plans to Foster Small Business Cybersecurity

STAFF PERSPECTIVE | APRIL 2018

Cybersecurity is a critically important topic for small businesses in the United States. In a series of discussions with Federal Trade Commission (FTC) staff and partners in 2017, many small business owners said they would benefit from learning more about inexpensive, clear, easy-to-use resources about cyber threats and how to deal with them. This report describes the FTC's plain-language materials for small businesses and non-profit organizations that generally do not have in-house information technology staff. It explains the FTC's partnerships with federal agencies and industry associations to promote cybersecurity in small organizations. It also details the FTC's plans to commence in 2018, in partnership with other key federal agencies, a campaign to educate small businesses on cybersecurity.



Engage
Connect
Protect



S K:\BCP\1152DCBE\Graphics\Posters - Art\2018
Chairman\Engage_Connect_Protect_Logo.png

Roundtables



[Home](#) » [Policy](#) » [Testimony](#) » Prepared Statement of the Federal Trade Commission: "Abusive Robocalls and How We Can Stop Them," Before the Committee on Commerce, Science and Transportation, United States Senate

Prepared Statement of the Federal Trade Commission: "Abusive Robocalls and How We Can Stop Them," Before the Committee on Commerce, Science and Transportation, United States Senate

SHARE THIS PAGE



TAGS: [Consumer Protection](#) | [Advertising and Marketing](#) | [Telemarketing](#) | [Do Not Call](#) | [robocalls](#) |

[Bureau of Consumer Protection](#)

DATE: April 18, 2018

MATTER NUMBER: P034412

BY: Lois C. Greisman, Associate Director

 [Text of the Commission Testimony \(1.26 MB\)](#)

Related Releases

April 18, 2018

[FTC Testifies Before U.S. Senate Committee on Commerce, Science and Transportation Providing Update of Agency's Efforts to Combat Illegal Robocalls](#)

Media Resources

Our [Media Resources](#) library provides one-stop collections of materials on numerous issues in which the FTC has been actively engaged. These pages are especially useful for members of the media.



Home » Policy » International

Policy

ADVOCACY

ADVISORY OPINIONS

COOPERATION AGREEMENTS

FEDERAL REGISTER NOTICES

REPORTS

STUDIES

TESTIMONY

PUBLIC COMMENTS

POLICY STATEMENTS

INTERNATIONAL

International Competition

International Consumer Protection

International Technical Assistance Program

International Cooperation

International

The FTC engages with competition and consumer protection agencies in other countries, directly and through international networks, to halt deceptive and anticompetitive business practices that affect U.S. consumers. The FTC also reaches out to competition and consumer protection authorities to provide policy leadership, promote sound approaches to common problems, and help new agencies address the challenges of transitioning to a market-based economy.

The FTC's [Office of International Affairs](#) directs the agency's international activities for [competition](#) and [consumer protection](#), which include:

- strengthening relationships with foreign competition and consumer protection agencies
- developing formal and informal [arrangements and agreements](#) with competition and consumer protection agencies around the world
- engaging in cooperative dialogues and submitting reports at international forums for [competition](#) and [consumer protection](#)
- helping agencies around the world [develop and enhance their own competition and consumer protection programs](#)
- sharing information with foreign law enforcement authorities through the [U.S. Safe Web Act](#)
- maintaining a robust [International Fellows Program](#)

The FTC also supports [econsumer.gov](#), a project sponsored by the International Consumer Protection and Enforcement Network [ICPEN](#) and consumer agencies in more than 35 countries. Consumers can use [econsumer.gov](#) to report cross-border



Report international scams online!
econsumer
.gov