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

Presentation by
Consumer Protection Agency
Egypt
The recognition of the protection of **vulnerable and disadvantaged consumers** as one of the legitimate needs which the UNGCP are intended to meet

**Consumer vulnerability** should be considered in light of **various dimensions**, such as socio-demographic, behavioural, personal and market environment.
It is important to consider that however consumers are vulnerable compared to businesses, consumers’ vulnerability may be enhanced due to several factors, such as illiteracy, technical knowledge, age, economic situation.
a) What initiatives do member States develop to address the needs of vulnerable and disadvantaged consumers?

b) What strategies can member States develop in the field of financial services for vulnerable and disadvantaged consumers, involving businesses and the civil society?

C) Considering consumer vulnerabilities in a changing world, how can international cooperation contribute to a more inclusive and sustainable environment for vulnerable and disadvantaged consumers?
THANK YOU

Ana Cândida Muniz Cipriano
Legal Expert
Competition and Consumer Policies Branch
UNCTAD
ana.cipriano@unctad.org