Intergovernmental Group of Experts on Consumer Law and Policy

4th SESSION

8-9 July 2019

Room XVII, Palais des Nations, Geneva

Working Group on Consumer Protection in E-commerce

Presentation by UNCTAD

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WORKING GROUP ON CONSUMER PROTECTION IN E-COMMERCE
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Purpose: To provide a forum for consumer protection agencies and consumer organizations/associations and other interested stakeholders to discuss the challenges faced by consumers and consumer protection institutions in e-commerce, to exchange experiences, best practices and case examples on how to address these challenges; and develop some policy options.

The WG discussed:

i. Misleading and unfair business practices.

ii. Consumer education and business guidance.

iii. International cooperation in cross-border cases.
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The Working Group held 5 teleconferences to discuss the following issues:

7 November 2018: Functioning of the WG.

13 March 2019: Consumer education and business guidance: Consumer agencies’ experiences and lessons learnt (Sub-group lead: Argentina).

17 April 2019: Misleading and unfair business practices (Sub-group lead: Colombia).

15 May 2019: International cooperation in cross-border cases (Sub-group lead: United Kingdom and United States).

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CONCLUSIONS

▪ WG participants unanimously support the extension of the WG's mandate for another year.

▪ Participants have shown a lot of interest in developing policy recommendations in the three areas of the WG to be presented to the 8th United Nations Conference to Review the Set on Competition Rules and Principles in 2020.
THANK YOU FOR PARTICIPATING IN AND CONTRIBUTING TO THE WORK OF THIS WG!

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FOURTH SESSION OF THE INTERGOVERNMENTAL GROUP OF EXPERTS ON CONSUMER PROTECTION LAW AND POLICY