Intergovernmental Group of Experts on Consumer Protection Law and Policy
2nd Session, 3 and 4 July 2017, Geneva, Switzerland

Round Table on:
The protection of vulnerable and disadvantaged consumers

Monday 3 July 2017 (15:00 – 16:30)
Palais des Nations, Room XVII (First Floor)

In 2015, the revised United Nations Guidelines for Consumer Protection of 2015\(^1\) recognized for the first time the protection of vulnerable and disadvantaged consumers as one of the legitimate needs which the guidelines are intended to meet.

According to recent research,\(^2\) consumer vulnerability should be considered in light of various dimensions, such as socio-demographic, behavioural, personal (situation) and market environment.\(^3\)

To facilitate this interactive discussion, the UNCTAD secretariat raises the following issues:

(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 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?

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\(^1\) A/RES/70/186
\(^2\) Understanding consumer vulnerability, European Commission for Justice, Consumers and Gender Equality, 2016
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WORK PROGRAMME

15:00 to 15:15 Presentation by UNCTAD secretariat on The protection of vulnerable and disadvantaged consumers

15:15 to 16:00 Panel discussion

Panellists
- H.E. Mr. Paulo Ferreira, Deputy Minister for Economy and Secretary for Trade, Ministry of Economy, Portugal
- Mr. Atef Yacoub, Chairman, Consumer Protection Agency, Egypt
- Mr. Brian Lingela, Director for Consumer Protection, Competition and Consumer Protection Commission, Zambia
- Mr. Pradeep Mehta, Secretary General, CUTS International

16:00 to 16:30 Interactive debate

Delegates wishing to speak during the session are invited to inform the UNCTAD secretariat accordingly by contacting Ms. Ana Cândida Muniz Cipriano (ana.cipriano@unctad.org).