



# INTERGOVERNMENTAL GROUP OF EXPERTS ON **Consumer protection law and policy**

5 - 6 July 2021, Palais des Nations

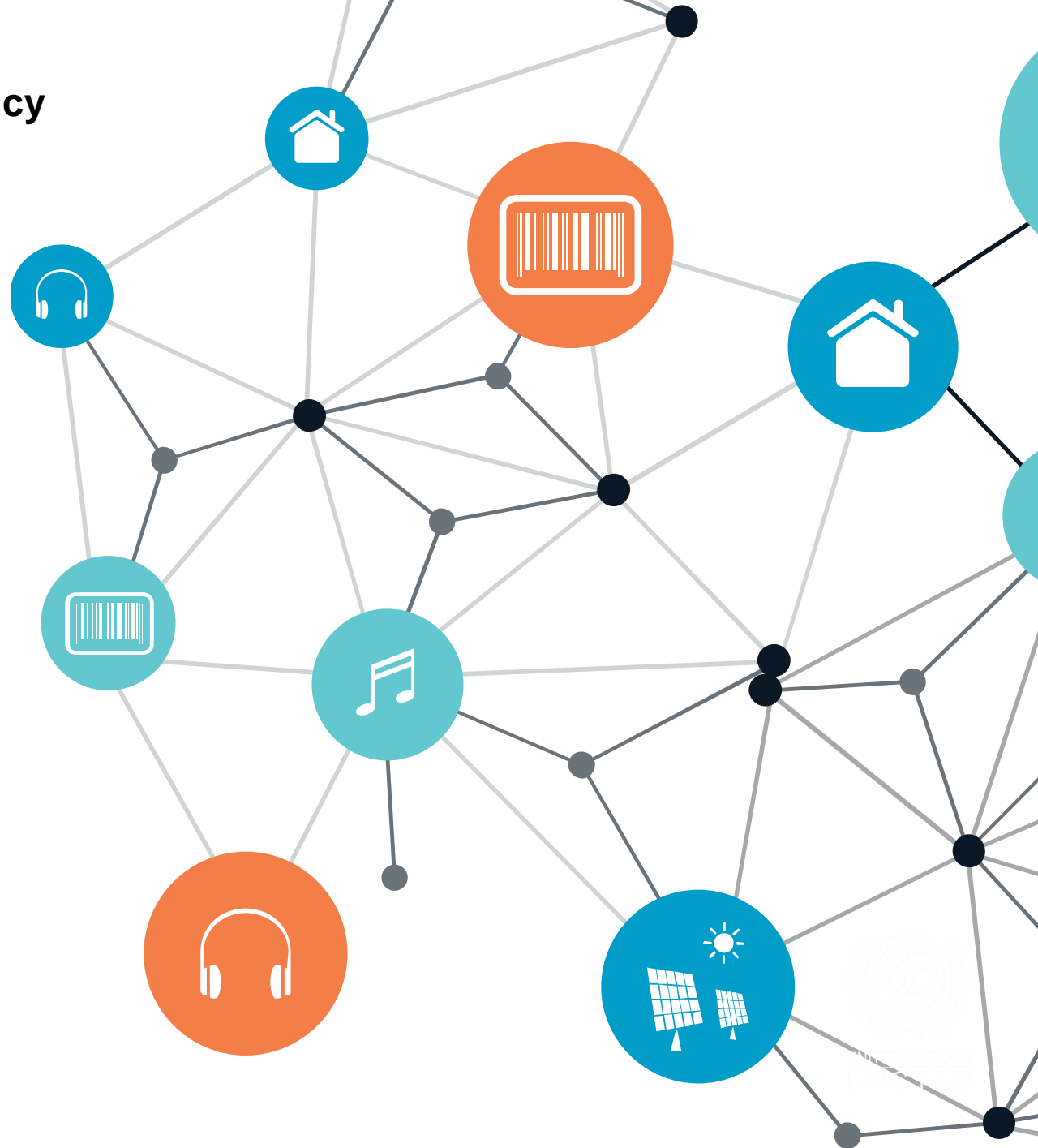




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**Consumer protection law and policy**

# **Consumer law, policy and regulatory actions in response to and in the aftermath of the COVID-19 pandemic**

**Tuesday, 6 July 2021  
11:00-13:00, Room XVIII**





# 1. Highlights of secretariat background note

- ✓ Thanking member States for their contribution to this note (TD/B/C.I/CPLP/23)
- ✓ The note addresses the impact of the pandemic on the global economy and, in particular, on consumers
- ✓ The note focuses on measures taken worldwide at the national level, regional and multilateral level to address the crisis
- ✓ The note suggests future work for consumer protection during and in the aftermath of the pandemic and highlights areas for further discussion



## 2. Measures taken worldwide to address the crisis

- ✓ Law enforcement and regulations
  - Actions against price gouging and/or unjustified increases
  - Actions against other unfair business practices
  - Actions related to travel refunds
  
- ✓ Other actions
  - Actions addressed to businesses, including online platforms
  - Actions to protect vulnerable and disadvantaged consumers
  - Actions to facilitate access to justice



# 3. Future work for consumer protection during and in the aftermath of the pandemic

- ✓ Consumer protection in digital markets with a special focus on vulnerable and disadvantaged consumers
- ✓ International cooperation in law enforcement



# 4. Questions to be addressed during discussion

- ✓ What will be the emerging trends and challenges in consumer protection in the aftermath of the pandemic;
- ✓ What areas of the United Nations guidelines for consumer protection will need further implementation in the aftermath of the pandemic; and
- ✓ How UNCTAD can better support member States, in particular developing countries, in these critical areas, and further encourage international enforcement cooperation.



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# Thank you

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