



INTERGOVERNMENTAL GROUP OF EXPERTS ON
**CONSUMER PROTECTION
LAW AND POLICY**

3-4 July 2023, Palais des Nations



UNITED NATIONS
UNCTAD



INTERGOVERNMENTAL GROUP OF EXPERTS ON
Consumer protection law and policy

Report of the Working Group on Consumer Protection in E- Commerce

Monday, 3 July 2023
15:00 – 15:30, Room XIX





Outputs

- 6 online meetings
- Steering Group held 5 online meetings: Argentina, Colombia, Kenya, Mexico, Poland, Rwanda (joined later), Sweden, United Kingdom (Chair), United States, scholar from University of Reading, UK
- Main developments:
 - Expand survey on mapping consumer protection systems across the world – received more answers to the original survey
 - Explore dissemination platforms – discussed options for presenting survey results
 - Improve communication for cross-border matters – developed instructions and plan to set up generic email contacts for each consumer member organization
 - Enhance co-ordination – compiled summary of key developments and trends in consumer cross-border co-operation work by other international networks



Mandate proposed to the IGE

- *Renew the mandate of the working group on consumer protection in e-commerce to continue working on dark commercial patterns and consumer vulnerability in e-commerce, aiming to produce accessible outputs to assist less experienced consumer agencies, and to report on its continued work to the eighth session of the Intergovernmental Group of Experts on Consumer Protection Law and Policy*



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Thank you

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