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<p style="text-align: center;">Minutes of Meeting Working Group on Vulnerable and Disadvantaged Consumers, February 16th, 2018</p>

As indicated in its concept note and as agreed by Member States, the purpose of this Working Group (“WG”) is to provide a forum for Member States representatives and interested stakeholders to exchange experiences on how to better protect vulnerable and disadvantaged consumers considering the challenges faced by developing countries, low-income consumers and those with low or non-existent literacy levels in both rural and urban areas.

In view of the need of sharing information, the United States of America Federal Trade Commission was invited to present some of their experience related to vulnerable consumers, namely related to financial issues and elderly consumers.

The FTC representative explained that a survey was needed to understand consumers’ problems considering consumers’ complaints and consumers’ age. FTC has worked in cooperation with other agencies and developed educational material focused on consumer awareness.

FTC’s presentation generated a very fruitful debate and questions; specially about the “pass it on campaign (educational material).

Following the WG purposes’ and aims, Member States were asked to provide ideas and suggestions on the Group’s product and results.

The Eurasian Economic Commission made a very interesting proposal to create a summary on Member States and Stakeholders’ best practices to protect and inform vulnerable and disadvantaged consumers. Indeed, the suggestion comprises a concrete result of the WG’s aims.

Member States were once again invited to send contributions on existing laws, policies and actions on how to better protect vulnerable and disadvantaged consumers.

All participants of this group shall send their contributions by the **30th March, 2018**. The Working Group on Vulnerable and Disadvantaged Consumers next conference call will be held on **Monday, the 16th April, 2018, at 5 p.m.** Geneva time.

List of Participants

1. María Cecilia Lotto, Argentina
2. Jose Luis Laquidara, Argentina
3. Ezequiel Mendieta, UBA, Argentina
4. Paulina Murillo Nevarez, Ecuador, Defensoría del Pueblo del Ecuador
5. Cristina Rodríguez Corzo, Colombia, Superintendencia de Industria y Comercio
6. Dora Lopez Lopez, Costa Rica
7. Lidiya Osaulenko, Eurasian Economic Commission
8. Sergey Sinyakov, Eurasian Economic Commission
9. Jose Carlos Bellota, INDECOPI, Peru



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10. Carla Barata, Portugal, Direção Geral
11. Oleg Prusakov, Russia, Rospotrebnadzor
12. Andrey Puchkovskiy Russia, Rospotrebnadzor
13. Anna Koroleva, Russia, Rospotrebnadzor
14. Efe Orkun Örnek- Ministry of Customs and Trade - The Consumer Protection and Market Surveillance General Directory, Turkey
15. Hugh Stevenson, Federal Trade Commission, United States
16. Deon Woods Bell, Federal Trade Commission, United States

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