

7 July 2026, 15:00 - 17:00 (CEST)
Geneva, Switzerland
Venue: Room XII, Palais des Nations

Voluntary peer review of consumer protection law and policy: Argentina

In its resolution 70/186 of 22 December 2015 on Consumer Protection,¹ the United Nations General Assembly mandated the Intergovernmental Group of Experts on Consumer Protection Law and Policy to conduct voluntary peer reviews of national consumer protection laws and policies of member States, as implemented by national consumer protection authorities.

The purpose of the voluntary peer reviews is to provide an expert assessment of the effectiveness of consumer protection law; to identify the challenges to be addressed and areas to be improved in the legal and institutional frameworks; to assess the consumer protection awareness of relevant stakeholders and their contributions in this area; to formulate and recommend appropriate measures; and to assist countries in implementing the recommendations.

In 2025, Argentina volunteered to undergo this exercise focusing on the legal, institutional, and operational aspects of consumer protection in the country. The UN Trade and Development (UNCTAD) secretariat produced a background report,² which overview is available in all official United Nations languages.³

This report will serve as a basis for the peer review discussions. The review panel will include representatives of the consumer protection authorities of Costa Rica, Italy and Sweden and from the Federal University of Rio Grande do Sul. In addition, speakers from the floor will have an opportunity to contribute to the discussion. The interactive peer review will provide the Argentinean government with a unique opportunity to exchange experiences with peers around the world.

Following the voluntary peer review, the session will also highlight Argentina's experience in strengthening access to justice through specialized consumer relations courts, conciliation mechanisms and digital procedures. It will present the Model Court for Consumer Relations Project as a practical initiative to support effective redress.

¹ A/RES/70/186.

² UNCTAD/DITC/CPLP/2026/1.

³ TD/B/C.I/CPLP/45.





Programme

- 15:00 - 15:10 **Statement by the Argentinean delegation**
- Mr. Fernando Blanco Muiño, Undersecretary for Consumer Protection and Fair Trade, Secretariat of Commerce, Ministry of Economy of Argentina
- 15:10 - 15:20 **Presentation of the background report**
- Ms. Anahi Chavez, UNCTAD Consultant
- 15:20 - 16:30 **Interactive session with peer reviewers**
- Ms. Cynthia Zapata, Director, Directorate for Consumers, Costa Rica on *Emerging challenges for Argentinean consumers: financial services and e-commerce* (video address)
 - Ms. Yvonne Stein, Deputy Director at Ministry of Finance, Sweden on *Fragmentation and coherence of consumer protection policy and enforcement*
 - Mr. Renato Ferrandi, Director, International and EU Affairs, Italian Competition Authority, Italy on *Institutional architecture for the consumer protection authority*
 - Prof. Claudia Lima Marques, Federal University of Rio Grande do Sul (UFRGS), Brazil on *Legislative architecture of consumer law: towards codification*
- 16:30 - 16:40 **Closing remarks voluntary peer review exercise**
- Mr. Fernando Blanco Muiño, Undersecretary for Consumer Protection and Fair Trade, Secretariat of Commerce, Ministry of Economy of Argentina
- 16:40 - 17:00 **Presentation of the Argentina's experience on consumer relations court**
- Speakers**
- Mr. Fernando Blanco Muiño, Undersecretary for Consumer Protection and Fair Trade, Secretariat of Commerce, Ministry of Economy of Argentina
 - Mr. Leandro Vergara, Dean of the Faculty of Law, University of Buenos Aires
 - Mr. Javier Wajtraub, Director of the "Model Court for Consumer Relations" Project
 - Mr. Guillermo Cánepa, Judge in charge of Contentious Administrative, Tax and Consumer Relations Court, Autonomous City of Buenos Aires
 - Mr. Carlos Eduardo Tambussi, Judge of First Instance, Administrative, Tax and Consumer Relations Court, Autonomous City of Buenos Aires

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