

Consumer trust in the digital economy: the case for online dispute resolution

Date and time: Monday 13 December 2021, noon to 1 p.m. Geneva time, 7 to 8 p.m. Beijing time, 6 to 7 p.m. Bangkok and Jakarta time.

Platform: Zoom – [Register here](#)

Agenda

12:00 – 12:20 **Presentation of the research paper on “[Consumer trust in the digital economy: the case for online dispute resolution](#)”.**

- Dr. Alex Chung, Research Consultant, DODR Project, UNCTAD
- Dr. Ying Yu, Legal Officer, Competition and Consumer Policies Branch, UNCTAD

12:20 – 12:50 **Round table on the importance of consumer trust and dispute resolution in facilitating international trade and cross border e-commerce.**

Moderator: Teresa Moreira, Head, Competition and Consumer Policies Branch, UNCTAD

- Dr. Lijin Yan, Chairman, China Silk Road Group
- Ms. Helena Leurent, Director General, Consumers International
- Ms. Marie-Paule Benassi, Head of Unit, Directorate-General for Justice and Consumers, European Commission

12:50 - 13:00 **Questions and answers**