

Introducing EnfTech: a technological approach to consumer law enforcement

20 April 2023

12:00 – 15:00 CEST (Geneva time)

Online event: [Register here](#)

Agenda

12.00 Welcome and Introduction

12.05 Opening: Challenges in consumer protection enforcement (10 minutes)

The challenge of enforcing consumer protection in cross-border, digital consumer markets, resource challenges, particularly for authorities in developing and emerging economies.

- **Teresa Moreira, Head of Competition and Consumer Policies, UNCTAD**

12.15 Concept of EnfTech (15 minutes)

What do we mean by Enftech? What is the use of technology by consumer protection enforcement agencies and why a new concept is valuable for theory and practice.

- **Liz Coll and Professor Christine Riefa, EnfTech project**

12.30 Applications of EnfTech (75 minutes)

Where are pockets of practice emerging in authorities and what can we learn from them?

- **Margarita Tuch, EU e-Lab at the European Commission**
- **Luisa Crisigiovanni, CICLE project, Euroconsumers / Altroconsumo, Italy**
- **Ruth Castello, Undersecretary for Consumers Affairs, DTI, The Philippines**
- **Dries Cuijpers, Senior Enforcement Officer, Authority for Consumers and Markets, Netherlands**
- **Piotr Adamczewski and Jacek Marczak, UOKiK, Office of Competition and Consumer Protection, Poland**
- **Stacy Procter, Federal Trade Commission, USA**
- Moderator: Professor Dr Martin Ebers, President, Robotics and AI Law Society

13.45-14:00 Coffee/Tea Break

14:00 EnfTech and international cooperation (55 minutes)

What implications will EnfTech have for cross-border, regional and international cooperation on consumer protection? What needs to improve?

- **Steven Kamukama, Manager Consumer Welfare, COMESA Competition Commission**
- **Sita Zempel, GIZ Project Director, ASEAN**
- **Eddy Alcántara, Executive Director, Proconsumidor, Dominican Republic, President of FIAGC**
- Moderator: Arnau Izaguerri Vila, Legal Officer, Competition and Consumer Policies, UNCTAD

14.55 Next steps: (5 minutes)

How can we work together to develop appropriate strategies for applying technological approaches to consumer protection enforcement?

Event close: 15:00

Visit www.enftech.org for more details.