



Intergovernmental Group of Experts on Consumer Protection Law and Policy
5th Session, 5 - 6 July 2021, Geneva, Switzerland and online

Voluntary Peer Review of Consumer Protection Law and Policy: Chile

Monday, 5 July (15:30 - 18:00)

Palais des Nations, Room XVIII (First Floor) and online (Interprefy)

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 2019, Chile volunteered for this exercise, which focuses its analysis on the Law 19.496 on consumer protection of 1997 and the revision thereof as well as on the activities of the National Consumer Service, the main consumer protection agency in the country. The UNCTAD secretariat drafted a background report,² whose overview is available in all six 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 Germany, the Republic of Korea and the United States. In addition, speakers from the floor will have an opportunity to contribute to the discussion. The interactive peer review will provide the Chilean consumer protection authority with a unique opportunity to exchange experiences with peers around the world.

¹ [A/RES/70/186](#)

² UNCTAD/DITC/CPLP/2021/1

³ [TD/B/C.I./CPLP/24](#)

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WORK PROGRAMME

- 15:30 - 15:50 **Statement by the Head of the Chilean Delegation**
- H.E. Mr. Lucas Palacios Covarrubias, Minister of Economy, Development, and Tourism (tbc)
- 15:50 - 16:10 **Presentation of the background report**
- Ms. Anahí Chávez, consumer protection expert and former National Director for Consumer Protection at the National Institute for the Defense of Free Competition and the Protection of Intellectual Property of Peru
 - Mr. Luciano Timm, consumer protection expert and former National Secretary for Consumers of Brazil
- 16:10 - 17:00 **Peer reviewers**
- Ms. Soonyoung Bae, Director General, Department of Consumer Policy Research, Korea Consumer Agency, Republic of Korea
 - Mr. Rainer Ettl, Deputy Director General, Federal Ministry of Justice and Consumer Protection, Germany
 - Mr. Hugh Stevenson, Deputy Director, Office of International Affairs, Federal Trade Commission, United States of America
- Questions** to be answered by: Mr. Lucas del Villar, National Director, National Consumer Service, Chile
- 17:00 - 17:50 **Interactive session**
- This session will allow for Chile to seek advice from other consumer protection authorities on issues identified in the peer review report and for participants to pose questions to Chile.
- 17:50 - 18:00 **Closing**

Delegates wishing to speak during the session are invited to inform the UNCTAD secretariat accordingly by contacting Mr. Arnau Izaguerri (arnau.izaguerri@unctad.org).