



Working group on consumer protection in e-commerce
Webinar on AI and consumer protection: risks for consumers

1st February 2024

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Provisional agenda

2 -2.05 p.m. CET	Opening remarks <ul style="list-style-type: none">- Teresa Moreira, Head, Competition and Consumer Policies Branch, UNCTAD
2.05 – 2.20 p.m.	Introduction: <i>What is AI and what are the risks for consumers?</i> <ul style="list-style-type: none">- Christine Riefa, Coordinator, Working group on consumer protection in e-commerce, UNCTAD
2.20 – 3.10	Presentations <p><i>Using AI to spot dark patterns and help consumers protect themselves:</i></p> <ul style="list-style-type: none">- Rohit Kumar Singh, Secretary, Department of Consumer Affairs, Government of India <p><i>Discriminatory effects of the use of AI:</i></p> <ul style="list-style-type: none">- Daniel Salsburg, Chief Counsel for Development and Innovation, Bureau of Consumer Protection, Federal Trade Commission, United States <p><i>Support enforcement exploiting consumers' complaints data - CICLE project:</i></p> <ul style="list-style-type: none">- Luisa Crisigiovanni, Head of European Fundraising and project development, Euroconsumers
3.10-3.30 p.m.	Questions and answers