



## **Introducing EnfTech: A technological approach to consumer law enforcement**

**Online  
20 April 2023**

(all tbc)

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|-------|---|
| 12.00 | Welcome and Introduction  |
| 12.05 | <p>Opening:<br/>Challenges in consumer protection enforcement (15 minutes)</p> <p>The challenge of enforcing consumer protection in cross-border, digital consumer markets, resource challenges, particularly for authorities in developing and emerging economies.</p> <ul style="list-style-type: none"><li>- <b>Teresa Moreira</b>, Head of Competition and Consumer Policies, UNCTAD</li><li>- <b>Professor Christine Riefa</b>, Cross-border Project and EnfTech project</li></ul> |
| 12.20 | <p>Concept of EnfTech (25 minutes)</p> <ul style="list-style-type: none"><li>- 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</li><li>- <b>Liz Coll and Professor Christine Riefa</b>, Enftech project</li></ul>   |
| 12.45 | <p>Applications of EnfTech (55 minutes)</p> <p>Where are pockets of practice emerging in authorities and what can we learn from them?</p> <ul style="list-style-type: none"><li>- <b>Margarita Tuch</b>, EU e-Lab at the European Commission</li><li>- <b>LLuisa Crisiogivanni</b>, CICLE project, Euroconsumers</li></ul>  |

- **Stefan Hunt**, CMA, UK Consumer and Competition Authority
- **Piotr Adamczewski and Jacek Marczak**, UOKIK, Office of Competition and Consumer Protection, Poland
- **Hugh Stevenson**, FTC USA.
- **Ruth Castello**, Undersecretary for Consumers Affairs, DTI, The Philippines

13.40-13.55 Coffee/Tea Break of 15 minutes

13.55 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?

- **Eddy Alcántara**, Executive Director, Proconsumidor, Dominican Republic, President of FIAGC
- **Steven Kamukama**, Manager Consumer Welfare COMESA Competition Commission
- **Sita Zimpel**, Principal advisor, GIZ Consumer Protection in ASEAN

Moderator:

- Arnau Izaguerri Vila, UNCTAD

14.50 Next steps: (10 minutes)

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

15:00 Event close: