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(IGE Consumer)

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Agenda Item 3 c. The protection of vulnerable and disadvantaged consumers

Presentation by
Consumer Protection Agency
Egypt

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THE PROTECTION OF VULNERABLE AND DISADVANTAGED CONSUMERS



SECOND SESSION OF THE INTERGOVERNMENTAL GROUP OF EXPERTS ON **CONSUMER PROTECTION LAW AND POLICY**



UNITED NATIONS
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The recognition of the protection of **vulnerable and disadvantaged consumers** as one of the legitimate needs which the UNGCP are intended to meet

Consumer vulnerability should be considered in light of **various dimensions**, such as socio-demographic, behavioural, personal and market environment





It is important to consider that however consumers are vulnerable compared to businesses, consumers' vulnerability may be enhanced due to several factors, such as illiteracy, technical knowledge, age, economic situation.



a) What initiatives do member States develop to address the needs of vulnerable and disadvantaged consumers?

b) What strategies can member States develop in the field of financial services for vulnerable and disadvantaged consumers, involving businesses and the civil society?

c) Considering consumer vulnerabilities in a changing world, how can international cooperation contribute to a more inclusive and sustainable environment for vulnerable and disadvantaged consumers?





THANK YOU

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