Consumer law, policy and regulatory actions in response to and in the aftermath of the COVID-19 pandemic

What will be the emerging trends and challenges in consumer protection in the aftermath of the pandemic?
TRENDS

• Growth of ecommerce
• Rise of new business models
• Digitalization of “traditional services”
• Implementation of more effective alternative dispute resolution mechanisms.
CHALLENGES

• Consumer trust and education in more sophisticated digital environments

• Liability of intermediaries in new business models.

• Unfair business practices in the digital markets.

• Circulation of known unsafe products.
CHALLENGES

• Effective Cross border enforcement and cooperation mechanisms.

• Implementation of more effective alternative dispute resolution mechanisms.

• Pending actions regarding refunds and delays in specific economic sectors (tourism, concerts and venues, construction, etc.)
THANK YOU

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