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SUPERINTENDENCIA



# Intergovernmental Group of Experts on Consumer Protection Law and Policy

Fifth Session

Geneva, Switzerland

**MARÍA CAROLINA CORCIONE**

DEPUTY SUPERINTENDENT FOR CONSUMER PROTECTION  
SUPERINTENDENCE OF INDUSTRY AND COMMERCE



# 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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