INTERGOVERNMENTAL GROUP OF EXPERTS ON Consumer protection law and policy

5 - 6 July 2021, Palais des Nations
Consumer law, policy and regulatory actions in response to and in the aftermath of the COVID-19 pandemic

Tuesday, 6 July 2021
11:00-13:00, Room XVIII
1. Highlights of secretariat background note

✓ Thanking member States for their contribution to this note (TD/B/C.I/CPLP/23)

✓ The note addresses the impact of the pandemic on the global economy and, in particular, on consumers

✓ The note focuses on measures taken worldwide at the national level, regional and multilateral level to address the crisis

✓ The note suggests future work for consumer protection during and in the aftermath of the pandemic and highlights areas for further discussion
2. Measures taken worldwide to address the crisis

✓ Law enforcement and regulations
  - Actions against price gouging and/or unjustified increases
  - Actions against other unfair business practices
  - Actions related to travel refunds

✓ Other actions
  - Actions addressed to businesses, including online platforms
  - Actions to protect vulnerable and disadvantaged consumers
  - Actions to facilitate access to justice
3. Future work for consumer protection during and in the aftermath of the pandemic

✓ Consumer protection in digital markets with a special focus on vulnerable and disadvantaged consumers

✓ International cooperation in law enforcement
4. Questions to be addressed during discussion

✓ What will be the emerging trends and challenges in consumer protection in the aftermath of the pandemic;

✓ What areas of the United Nations guidelines for consumer protection will need further implementation in the aftermath of the pandemic; and

✓ How UNCTAD can better support member States, in particular developing countries, in these critical areas, and further encourage international enforcement cooperation.
Thank you

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