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**Intergovernmental Group of Experts on Consumer Law and Policy**

4th SESSION

8-9 July 2019

Room XVII, Palais des Nations, Geneva

**Working Group on Consumer Protection in E-commerce**

**Presentation by UNCTAD**

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INTERGOVERNMENTAL GROUP OF EXPERTS ON  
**CONSUMER PROTECTION**  
**LAW AND POLICY**



# WORKING GROUP ON CONSUMER PROTECTION IN E-COMMERCE



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**Purpose:** To provide a forum for consumer protection agencies and consumer organizations/associations and other interested stakeholders to discuss the challenges faced by consumers and consumer protection institutions in e-commerce, to exchange experiences, best practices and case examples on how to address these challenges; and develop some policy options.

**The WG discussed:**

- i. Misleading and unfair business practices.
- ii. Consumer education and business guidance.
- iii. International cooperation in cross-border cases.



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The Working Group held 5 teleconferences to discuss the following issues:

**7 November 2018:** Functioning of the WG.

**13 March 2019:** Consumer education and business guidance: Consumer agencies' experiences and lessons learnt (Sub-group lead: Argentina).

**17 April 2019:** Misleading and unfair business practices (Sub-group lead: Colombia).

**15 May 2019:** International cooperation in cross-border cases (Sub-group lead: United Kingdom and United States).

**12 June 2019:** Proposals of sub-groups and reporting to the IGE Consumer 2019.



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## CONCLUSIONS

- WG participants unanimously support the extension of the WG's mandate for another year.
- Participants have shown a lot of interest in developing policy recommendations in the three areas of the WG to be presented to the 8<sup>th</sup> United Nations Conference to Review the Set on Competition Rules and Principles in 2020.



# THANK YOU FOR PARTICIPATING IN AND CONTRIBUTING TO THE WORK OF THIS WG !

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