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Eighth United Nations Conference on Competition and Consumer Protection


Dr. Sergio Sebastián Barocelli
National Director on Consumer Protection (ARG)
Geneva, 19–23 October 2020
Implementation of the UNGCP: Argentina’s experience

**Education and information**
- Mercosur’s Consumer Protection Virtual School; Argentine School on Education on Consumption; Social networks diffusion

**Good business practices**
- Good Business Practices Handbook, aligned to UNGCP, created by Mercosur’s Technical Committee No. 7 on Consumer Protection

**e-commerce**
- Unsuscribe button; Mercosur e-commerce Res. 37/19 GMC; Repentance button; Online conciliation hearing; Governmental control against abusive practices in the digital environment

**Financial services**
- Governmental control against abusive practices related to fintech and debt collecting; Protection of hyper vulnerable consumers
Implementation of the UNGCP: What’s next?

Hyper vulnerable consumers

TRANSVERSAL APPROACH

Sustainable consumption
Implementation of the UNGCP: UNCTAD’s role

- **Commitment** to incorporate the subjects to obtain data and studies
- Creation of a permanent **working group** for analysis and exchange of information
- Awareness and **communication** campaigns
- **Interdisciplinary work** with other forums and international organisms
Thanks!