

SIDE EVENT + BRUNCH

## CONSUMER PROTECTION & GOOD MARKET PRACTICES

SIDE EVENT | **8 Julho**  
13h às 14h

The *IPSConsumo - Institute of Research and Surveys on Society and Consumption*, invite you to join us and share the experiences of companies operating in Brazil in terms of good business practices related to transparency, education, building awareness, consumer complaints, and dispute resolution and redress.

This side event is hosted in the margins of the *4th Meeting of the Intergovernmental Group of Experts (IGE) on Consumer Protection held at the UNCTAD*.

It will discuss Resolution 70/186, adopted by the General Assembly on December 22, 2015, which established benchmarks for good market practices in conducting online and offline trade activities with consumers.

### Expert speakers



Vitor Morais de Andrade  
IPSConsumo



Ludiano Timm  
Senacem

DEFESA DO  
CONSUMIDOR

### Market Study Cases



Amaury Martins de Oliveira  
Diretor de Autorregulação

FEBRABAN



Cristina Kozzuka  
Gerente Sênior de Atendimento

SAMSUNG



Sergio Souza Fernandes Junior  
Latam General Counsel

emasa  
experian



Vanessa Vilar  
Diretora Jurídica

Unilever

INTERGOVERNMENTAL GROUP OF EXPERTS ON CONSUMER PROTECTION LAW AND POLICY



# 4TH SESSION / JULY 8-9