

1st ASEAN Consumer Protection Conference: Supporting Research and Dialogue in Consumer Protection

8 – 9 December 2014 | Ha Noi, Viet Nam

Annotated Agenda

Day 1

Time	Topics
08:00-08:30	Registration
08:30-08:50	Welcoming Remarks:
	Host: <ul style="list-style-type: none"> ▪ Mr. Trinh Anh Tuan – Deputy Director of Vietnam Competition Authority
8:50-09:05	Overview: Consumer Protection in ASEAN – Priorities, Progress and Perspectives
	The Chair of the ACCP will present an overview of the regional framework of Consumer Protection in ASEAN, key initiatives and deliverables of the ACCP under the AEC Blueprint 2009-2015, status of Consumer Protection implementation in the Member States, as well as some open questions to be addressed in the run-up to 2015 and beyond.
	Speaker: <ul style="list-style-type: none"> ▪ Ms. Pg Hajah Rosnah Pg Hj Damit, Chair of ACCP
09:05-09:20	Coffee Break and Photo Session
09:20-11:15	Session 1: Emerging Themes in Consumer Protection in ASEAN
	This session will provide an overview of the emerging themes on Consumer Protection and identify the issues and challenges drawing from the first year of policy digests (1-12), case studies (1 & 2) as well as views from other organizations on consumer protection, and ASEAN competition authorities. The session will also discuss the interface between consumer protection and competition policy and law. Followed by Q&A
	Moderator: <ul style="list-style-type: none"> ▪ Professor Luke Nottage Presenters: <ul style="list-style-type: none"> ▪ Dato' Indrani Thuraisingham, Consumers International, Office for Asia Pacific and the Middle East ▪ Dr. Hassan Qaqaya, UNCTAD ▪ Ms. Tran Thi Minh Phuong, VCA ▪ Mr. Alexander Seccombe, KPMG
11:15-12:45	Session 2: Financial Transactions
	The new mobile money environment is raising a range of complex issues. The technology is rapidly changing, money transfers often cross borders and mobile money providers generally include both banking and non-banking institutions. This session will discuss the risks for consumers in relation to mobile money transfers and the suggested solutions to facilitate the growth and innovation of mobile money services while ensuring its integrity. Followed by Q&A

	<p>Moderator:</p> <ul style="list-style-type: none"> ▪ Professor Justin Malbon <p>Presenters:</p> <ul style="list-style-type: none"> ▪ Mr. Michael Zamorski, SEACEN Centre ▪ Ms. Choong Mei Kuen, Bank Negara Malaysia ▪ Mrs. Ida Nuryanti, Bank Indonesia ▪ Ms. Joe-Anne Riddiford, Australian Competition and Consumer Commission
12:45-14:00	Lunch Break
14:00-15:30	Session 3: Consumer Product Safety
	<p>Consumer product safety is a major contemporary concern for all market economies. This session will look at the systems and processes used for the regulation of products, specifically focusing on product recalls. Followed by Q&A</p> <p>Moderator:</p> <ul style="list-style-type: none"> ▪ Professor Luke Nottage <p>Speaker:</p> <ul style="list-style-type: none"> ▪ Ms. Yasuko Iwai, Consumer Affairs Agency of Japan ▪ Representative of Singapore Ministry of Trade & Industry (ASEC) ▪ Mr. Tran Van Hoc, Vietnam Standards and Consumers Association ▪ Mr. Patrik Jonasson, GS1 ▪ Mr Rajinder Raj, ARISE
15:30-15:45	Coffee Break
15:45-17:30	Session 4: E-Commerce
	<p>The online consumer marketplace is growing at a rapid rate and offers considerable potential economic and consumer benefits. However, these benefits will be undermined if the market is poorly regulated and consumers are not adequately protected. This session explores the application of consumer protection laws in the online space, including existing best practice and measures for addressing common challenges. Followed by Q&A</p> <p>Moderator:</p> <ul style="list-style-type: none"> ▪ Professor Justin Malbon <p>Speaker:</p> <ul style="list-style-type: none"> ▪ Ms. Deon Woods Bell, United States Federal Trade Commission ▪ Ms. Cecile Barayre, UNCTAD ▪ Ms. Maria Crispina Reodica, Department of Trade and Industry, Philippines ▪ Ms. Brigitte Acoca, OECD ▪ Ms. Le Thi Ha, Vietnam E-Commerce and IT Agency

Day 2

Time	Topics
08:30-09:00	Arrival Tea and Coffee
09:00-10:15	Session 5: Development of Consumer Redress Mechanisms
	<p>Consumer redress entails the process for enabling a wronged or injured consumer to obtain a remedy or put forward their case for compensation. A remedy may involve replacement or repair of goods or services, or repayment of the sum paid by the consumer. It may be the payment of compensation or damages to a consumer or group of consumers adversely affected by the failure of the goods or services, or their inability to undertake their purpose. A remedy may range from a simple apology to a consumer, through to payment of substantial damages for injury and/or economic loss.</p> <p>A remedy may be obtained, in the first instance, by direct complaint to the supplier of the good or service, and this is, of course, the best outcome. However, if an approach to the supplier is disputed and fails, then there is a need for a mechanism, external to the supplier, to resolve the dispute. This may be a regulator that investigates the matter and makes an order or direction under their legislation – such as a consumer protection law. Or it may be through a disputes tribunal, court, or industry based disputes resolution scheme. The key to effective consumer redress is dispute resolution schemes that are: accessible; independent; fair; accountable; efficient; effective; and transparent. Followed by Q&A</p> <p>Moderator:</p> <ul style="list-style-type: none"> ▪ Professor Luke Nottage/ Professor Justin Malbon <p>Speakers:</p> <ul style="list-style-type: none"> ▪ Representative of Singapore Ministry of Trade & Industry (ASEC) ▪ Mr. Michael Zamorski, SEACEN Centre ▪ Mr. Phairoj Kanungsup, OCPB – Thailand’s Prime Minister Office ▪ Mr. Allan Asher, FEMAG ▪ Ms. Hyun-joo Park, Korea Consumer Agency
10:15-10:30	Coffee Break
10:30-11:45	Session 6: Institutionalizing Consumer Protection in Developing Countries
	<p>There are a number of challenges to ensure that the benefits of economic integration flow to consumers as well as businesses. This session will explore how developing countries can enact and institutionalise the appropriate balance of regulation by addressing barriers and highlight existing best practice. Followed by Q&A</p> <p>Moderator:</p> <ul style="list-style-type: none"> ▪ Professor Caron Beaton-Wells <p>Speakers:</p> <ul style="list-style-type: none"> ▪ Dr. Hassan Qaqaya, Representative of UNCTAD ▪ Mr. Ngoun Sumllivong, Consumer Protection and Fraud Repression Department, Ministry of Commerce of Cambodia ▪ Mr Phomma Inthanam, Ministry of Industry and Commerce of Lao PDR ▪ Ms. Myo Myo Htike, Department of Commerce and Consumer Affairs, Ministry of Commerce of Myanmar ▪ Ms. Deon Woods Bell, United States Federal Trade Commission

11:45-12:45	Session 7: Summary and Conclusions
	<p>This session will provide an opportunity for conference delegates to ask further questions of the consultant team. It will also be used as an opportunity to summarise the key messages emerging from the conference and to look at the recommendations for the second and final year of the Supporting Research and Dialogue in Consumer Protection project.</p>
	<p>Panel Discussion:</p> <ul style="list-style-type: none">▪ Ms. Yap Lai Peng, ASEAN Secretariat▪ Professor Luke Nottage▪ Professor Caron-Beaton Wells▪ Professor Justin Malbon