

Eleventh African Consumer Protection Dialogue

Consumer Remedies
and Redress:
E-commerce and
Cross Border
Cooperation



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 - Chief Executive Officer, Federal Competition and Consumer Protection Commission, Nigeria
- **Mr. Chilufya Sampa**
 - Chief Executive Officer, Competition and Consumer Protection Commission, Zambia
- **Ms. Kondwani Kaonga**
 - Senior Consumer Welfare and Advocacy Officer, COMESA Competition Commission
- **Mr. Sini Omar John**
 - Head, Advance Fee Fraud Section, Economic and Financial Crimes Commission, Nigeria
- **Mr. Charles Harwood (moderator)**
 - Northwest Region Director, Federal Trade Commission

African Dialogue Principles – Cooperation

- Authority and discretion to cooperate on investigations and cases
 - domestic practices targeting foreign consumers
 - foreign practices targeting domestic consumers
- Communicate, coordinate, and exchange
- Obtain evidence and take action
- Eliminate legal obstacles to effective co-operation
- Mutually understand economic and legal issues
- Inform each other of developments

African Dialogue Principles – Strategy

- Prioritize the most serious problems for coordinated action
- Exchange information and evidence
- Provide investigative assistance in appropriate cases
- Designate appropriate contact points within each participating agency
- Conduct periodic teleconferences concerning cooperation, capacity building, training, staff exchanges, and best practices
- Explore systematic complaint and trend sharing

African Dialogue Principles – Confidentiality

- Maintain the confidentiality of information and investigations when requested to do so by sharing agency
- Use the information only for official purposes, and for the purposes agreed to with the other agency
- Notify the sharing agency if shared information might become public
- Retain the information shared only for so long as is reasonably required

African Dialogue Principles – Limitations

- Communicate any limits placed on ability to cooperate
- Give notice to other agencies if laws or circumstances preclude cooperation

Discussion Questions

- What are some challenges of providing remedies and redress to e-commerce consumers?
- How has the pandemic affected protecting consumers in international e-commerce?
- How can MOUs and multilateral networks help address e-commerce consumer protection?
- What are some ways law enforcement agencies in other countries work with your agency to help consumers?
- How can agencies use the African Dialogue Cooperation Principles to achieve effective remedies?



Presentations & Questions

Presentations and comments may include personal opinions