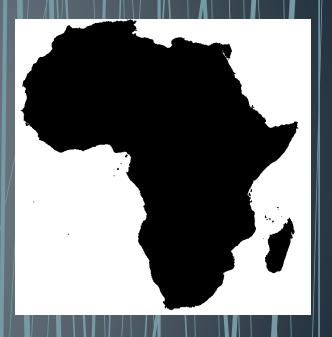
### Eleventh African Consumer Protection Dialogue

Consumer Remedies and Redress:

E-commerce and Cross Border Cooperation







#### • Mr. Babatunde Irukera

 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

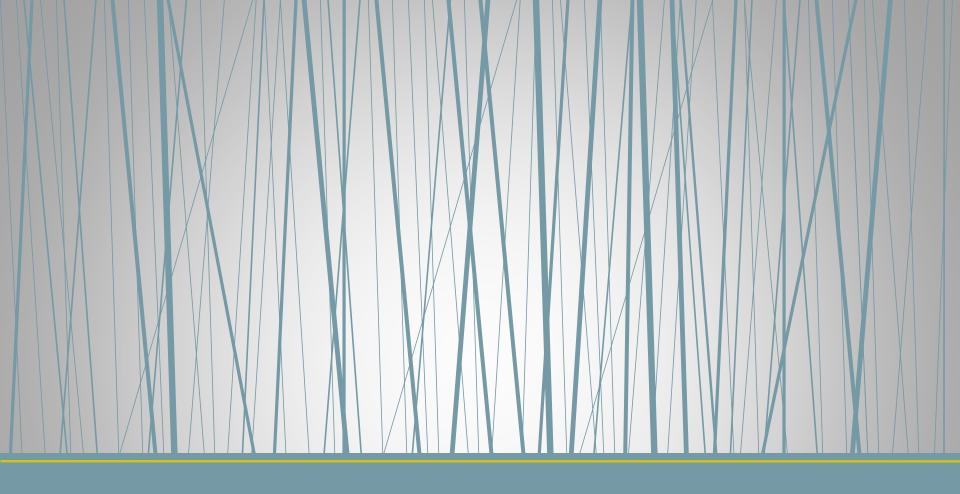
- Maintain the confidentiality of information and investigations when requested to do so by sharing agency
- Use the information only for official purposes, and for the purposes agreed to with the other agency
- Notify the sharing agency if shared information might become public
- Retain the information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