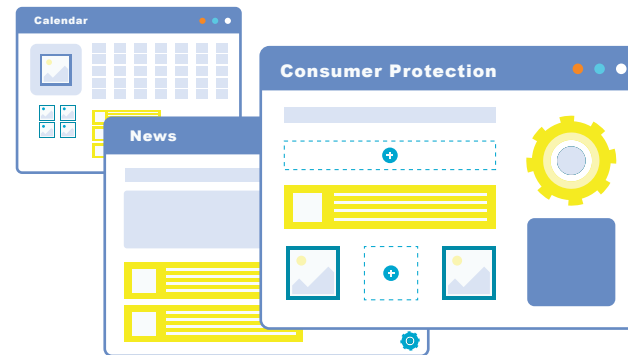




ASEAN COMMITTEE ON CONSUMER PROTECTION

INFORMATION ON CONSUMER PROTECTION AT THE NATIONAL AND REGIONAL LEVELS

In recent years, important progress has been made to advance consumer protection both in the ACCP and the Member States. To showcase these, the ACCP website comprises regional and country pages, along with general pages on consumer protection issues, events, news, and media. This makes it easier for stakeholders on consumer protection developments in the region to stay current.



The regional pages are maintained by the ASEAN Secretariat, while national ACCP focal points are responsible for updating their respective country pages.

PRODUCT RECALLS

RECALLED TO UPGRADE SOFTWARE MALFUNCTION



In order to protect themselves, consumers need information about products that have been proven to be harmful or otherwise do not fulfil certain quality or safety standards.

RISK OF FALLING



SUSCEPTIBLE TO OVERHEATING



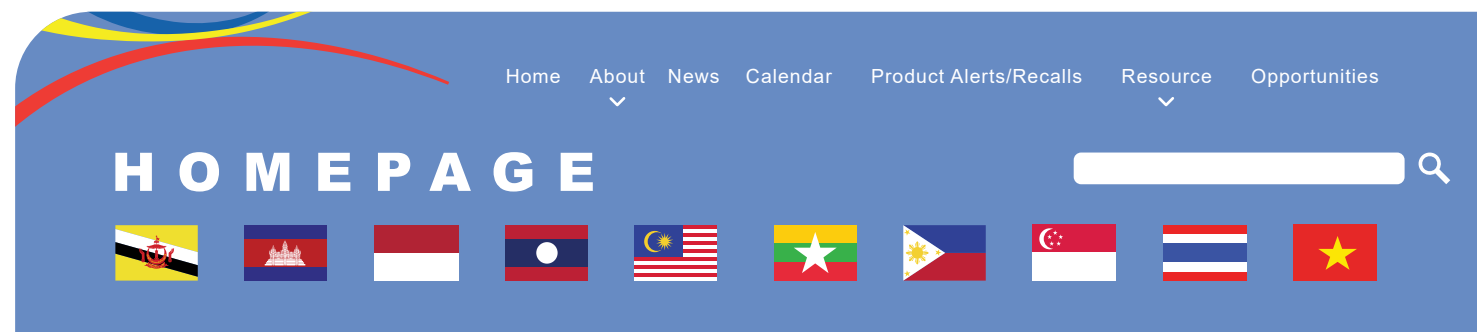
With this in mind, the ASEAN Product Alert Portal compiles information on products that have been banned or recalled from the market. Consumers can view details, such as the reason and jurisdiction of the recall. The ASEAN Recalled Products are integrated into the OECD Product Recalls Portal in real time.

Have you ever wondered about the state of consumer protection in ASEAN?

Look no further.

The official website of the ASEAN Committee on Consumer Protection (ACCP) provides up-to-date resources on consumer protection systems and developments in ASEAN. Whether you are a consumer, business, or regulator, the ACCP website offers a user-friendly one-stop portal with specific information for you through dedicated sub-pages that caters to your needs.

Check out this brochure for a quick guide through its key features!

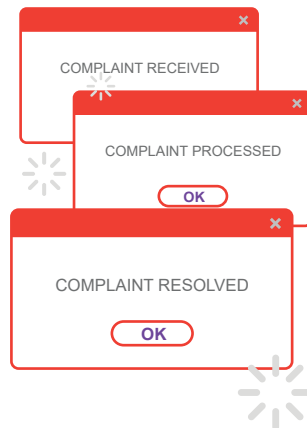


ONLINE COMPLAINTS

Through the ACCP online complaint feature, consumers can file a complaint in relation to a consumer transaction against traders in any ASEAN Member State (AMS) for products purchased in any AMS. With just a simple step and clicks, their complaints are referred to the national consumer protection authority of the AMS in which the trader is located.



While their complaint is being processed, consumers can track its status and also provide feedback once the complaint has been resolved. This is an important step forward in addressing cross-border complaints and disputes between businesses and consumers in ASEAN.



E-LEARNING

To build the competences of the public and encourage consumer champions, the ACCP website exhibits a new e-learning system with currently five modules at basic and advanced levels. The modules are devoted to selected consumer protection topics and can be completed at their own pace.

They are accessible free of charge to registered users who may participate in all lessons and quizzes in order to obtain a certificate of completion.



FIND OUT MORE

www.aseanconsumer.org