
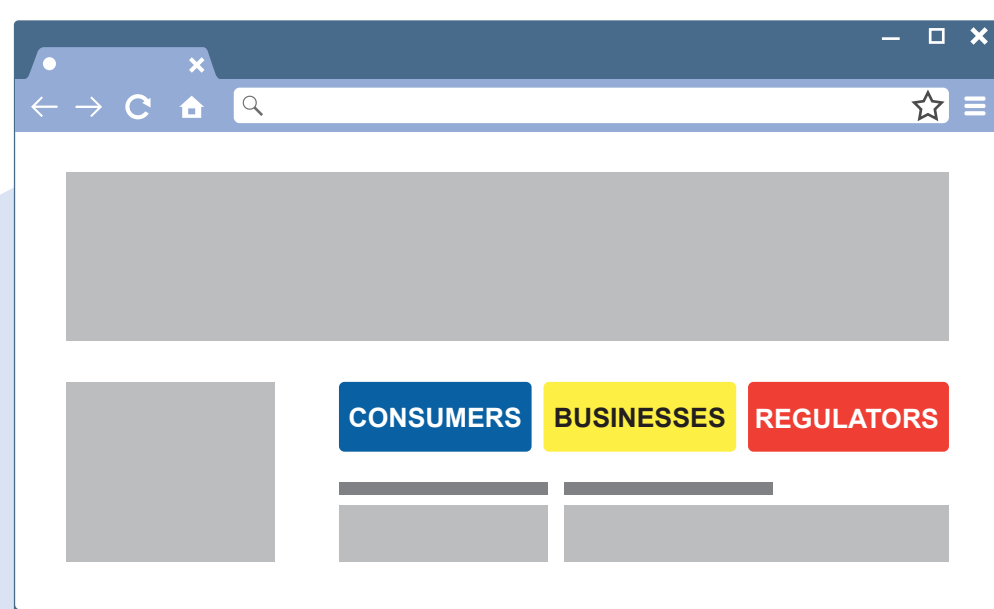


INFORMATION ON CONSUMER PROTECTION AT THE NATIONAL AND REGIONAL LEVELS



The official website of the **ASEAN Committee on Consumer Protection (ACCP)** provides up-to-date resources about consumer protection in ASEAN. The ACCP website is administered by the ASEAN Secretariat.

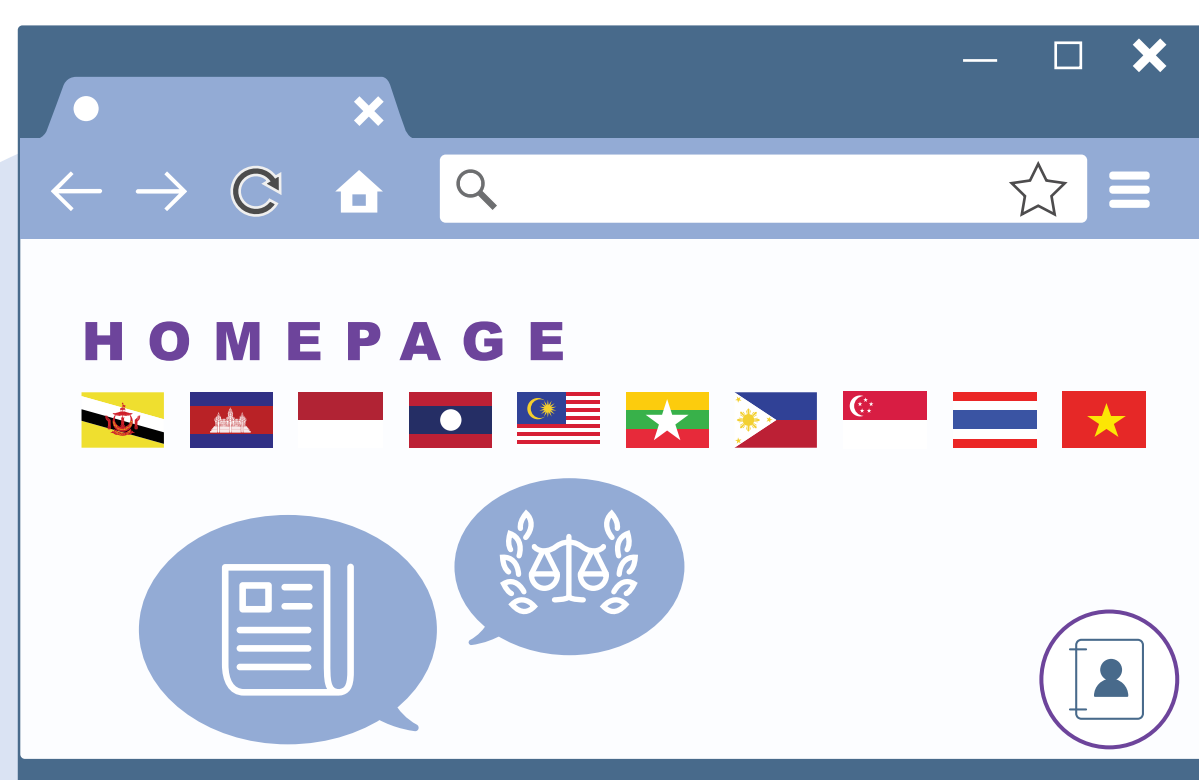
 <https://aseanconsumer.org/>



The ACCP website provides dedicated pages for consumers, businesses, and regulators to inform on their rights as well as their obligations.

The ACCP website also showcases information on regional commitments and achievements on consumer protection, such as:

- 1** The ASEAN Strategic Action Plan on Consumer Protection (ASAPCP) 2016-2025
- 2** The ASEAN High-Level Principles on Consumer Protection (AHLP)



The Website also contains up-to-date news from each ASEAN Member States' consumer protection authority, covering:

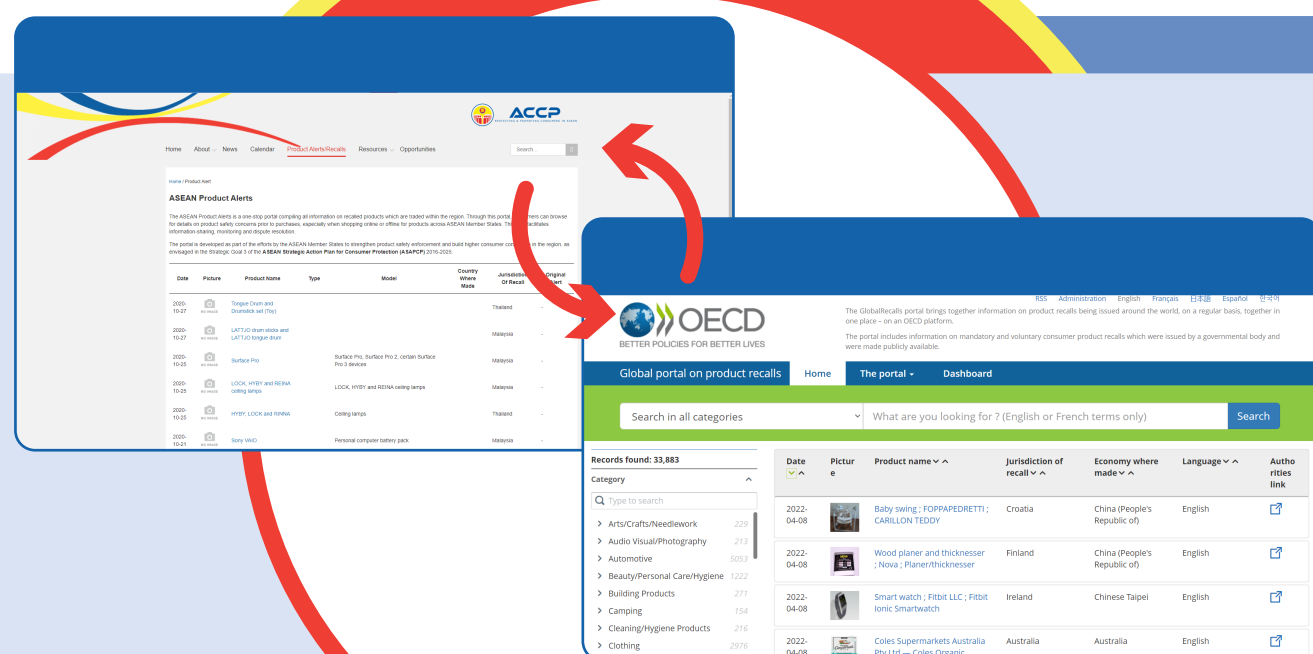
- National consumer protection authorities and laws in the Member States
- News and key documents
- Links to consumer associations

PRODUCT RECALLS



The ASEAN Product Alert Portal displays products that have been banned or recalled from the market.

Consumers can view details about the product, reason for recall, country of origin and jurisdiction of recall.

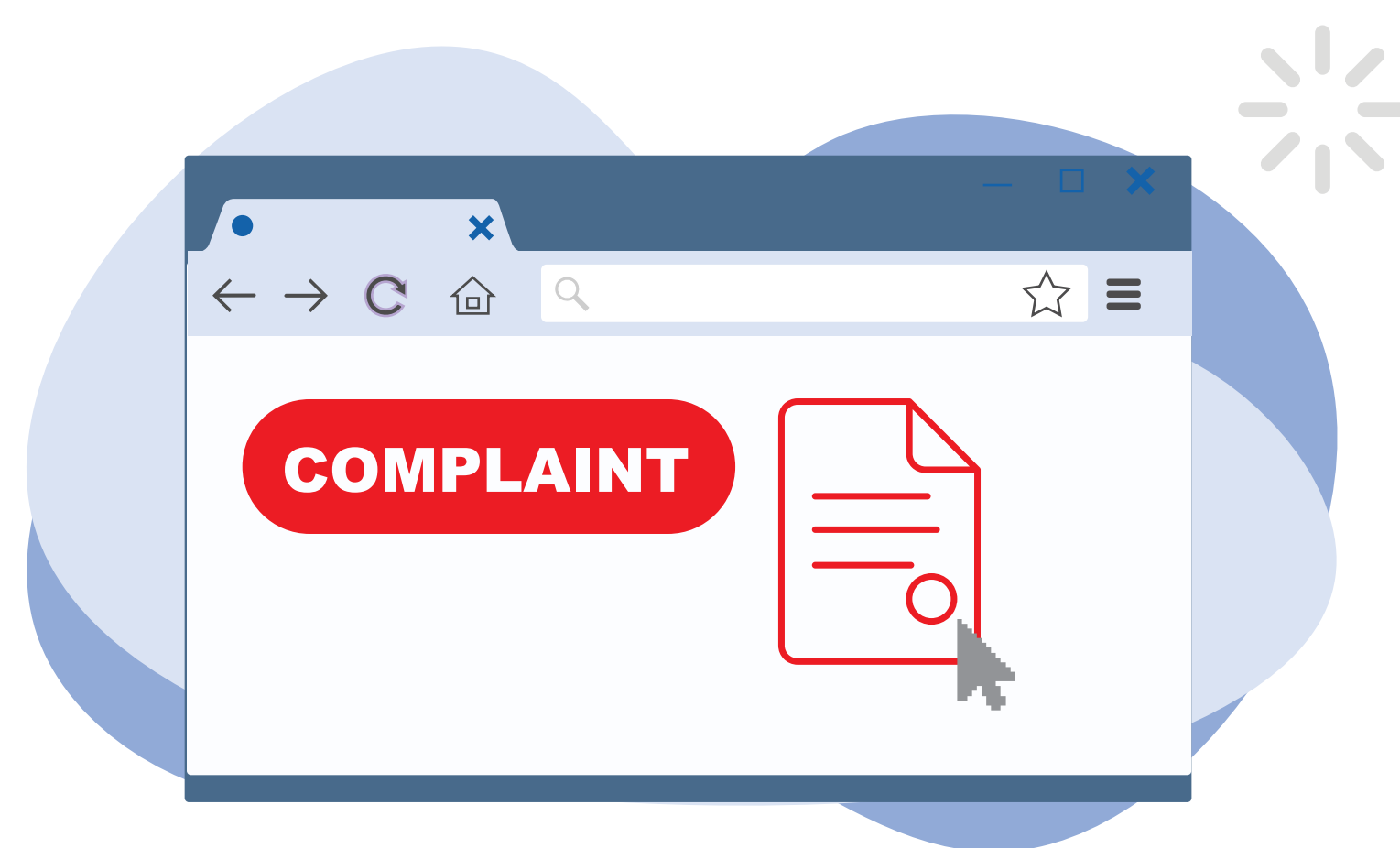


The recalled products under the ACCP Portal have been integrated onto the OECD Global Recalls Portal.

ONLINE COMPLAINTS



Consumers in ASEAN can file a complaint against traders, even if they are located in a different ASEAN country, by using the online complaints feature.



By clicking “File a Complaint” and submitting a simple form, complaints are automatically referred to the consumer protection authority of the country in which the trader is located.



The complaint status can be easily tracked and feedback provided once the complaint has been resolved.

E-LEARNING



The e-learning system on the ACCP website offers a straight-forward option for self-paced learning on selected consumer protection topics. With currently one basic module on Consumer Protection 101 and four advanced modules addressing:

- Understanding Consumer Issues
- Building a Consumer Movement
- Becoming a Consumer Champion
- Settling Consumer Disputes



The modules aim at promoting “consumer champions” and are available at no cost for registered users. Participants can take part in all lessons and quizzes in order to obtain certificate of completion at the end of each module.