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Online Conference on Consumer Protection in The Digital Age "How Can Digital Self-Determination and Access to Justice Be Guaranteed?"

AGENDA

14-15 September 2021

2:00 p.m. – 5:00 p.m. (Jakarta)

9:00 a.m. – 12:00 p.m. (Berlin, Brussels)

The advances of digitalization come with important benefits for consumers as they are able to access a wider range of goods and services in a more convenient manner. However, as consumers increasingly transact and interact online, they are also exposed to new risks to their safety, privacy and self-determination. This presents crucial challenges for consumer protection enforcement by public authorities who may often have to operate in legal environments where policies, laws and regulations have yet to be adapted to the digital age.

Against this backdrop, the education and empowerment of consumers is critical. This includes sensitizing them about problems they may encounter online, notably as a result of abusive, fraudulent or otherwise unfair online practices employed by digital platforms. At the same time, consumers need to be encouraged to more proactively assert their legitimate rights and, in particular, to seek redress in case they have been misled or harmed online.

With a view towards promoting more effective consumer protection online, the conference provides a forum for a solution-oriented exchange among policymakers, academics, practitioners and the broad public. It will be held in a virtual format and serves to engage in a dialogue on emerging issues in consumer policy and advocacy across Germany/Europe and the ASEAN region.

The conference is co-organized by the Federal Ministry of Justice and Consumer Protection (BMJV) of Germany and the ASEAN Committee on Consumer Protection (ACCP), with support by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.

Administrative note: Held via Zoom, with English as the working language.

Audience: Representatives of relevant government authorities, international organizations, private sector and civil society



Federal Ministry
of Justice and
Consumer Protection



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Day 1: 14 September 2021

2:00 p.m. (9:00 a.m.)	<p><u>Moderator:</u> Ms. Melinda Crane</p> <p>Opening Remarks</p> <ul style="list-style-type: none"> Datuk Seri Hj. Hasnol Zam Zam bin Hj. Ahmad, Secretary General, Ministry of Domestic Trade and Consumer Affairs, Malaysia
2:15 p.m. (9:15 a.m.)	<p>Keynote Speech: “Consumer Policy in the Digital Age – Challenges and Perspectives”</p> <ul style="list-style-type: none"> Mr. Christian Kastrop, State Secretary, Federal Ministry of Justice and Consumer Protection (BMJV), Germany
2:35 p.m. (9:35 a.m.)	<p>Keynote Speech: “ASEAN’s Priorities in Strengthening Consumer Protection in the Digital Age”</p> <ul style="list-style-type: none"> Mr. Looi Teck Kheong, Head of the Competition, Consumer Protection and Intellectual Property Rights Division (CCPID), The ASEAN Secretariat
2:55 p.m. (9:55 a.m.)	Q&A Session (moderated)
3:15 p.m. (10:15 a.m.)	Break
3:30 p.m. (10:30 a.m.)	<p>Expert Presentation: “Consumer Risks in the Evolving Digital Landscape in ASEAN”</p> <ul style="list-style-type: none"> Ms. Yuliana Wahyuningtyas Siswartono, Atma Jaya Catholic University of Indonesia
3:50 p.m. (10:50 a.m.)	<p>Session 1: “Promoting Digital Self-Determination of Consumers”</p> <p><u>Part 1: Digital empowerment, with a special focus on vulnerable consumers</u></p> <ul style="list-style-type: none"> Ms. Monika Schnitzer, Ludwig-Maximilians-University of Munich: “Demands against online trickery / consumer protection rules for online markets” Mr. Klaus Müller, Board of Federation of German Consumer Organisations (vzbv): “Activities of civil society (consumer centres) that contribute to empowerment” Ms. Wimonrat Wim Teriyapirom, Office of the Consumer Protection Board (OCPB), Thailand <p><u>Part 2: Best practices on "consumer-enabling technologies"</u></p> <ul style="list-style-type: none"> Mr. Christian Thorun, ConPolicy-Institute Mr. Mohamad Hazman bin Haji Alim, Department of Economic Planning and Statistics (DEPS), Ministry of Finance and Economy, Brunei Darussalam
4:30 p.m.	Summary / Wrap-Up and End of Day 1

(11:30 a.m.)	<ul style="list-style-type: none"> ▪ Moderator
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Day 2: 15 September 2021	
2:00 p.m. (9:00 a.m.)	<p>Conference Opening and Recap: “Positioning Legal Tech in the Context of Access to Justice for Consumers”</p> <ul style="list-style-type: none"> ▪ Moderator
2:10 p.m. (9:10 a.m.)	<p>Session 2: “New Technologies to Facilitate Consumer Access to Justice”</p> <ul style="list-style-type: none"> ▪ Ms. Alisha Andert, Chair of the Board of Legal Tech Deutschland e.V. ▪ Mr. Melvin Sumapung, CEO Justika/Hukumonline, Indonesia
2:40 p.m. (9:40 a.m.)	<p>Q&A (moderated)</p>
3:05 p.m. (10:05 a.m.)	<p>Break</p>
3:30 p.m. (10:30 a.m.)	<p>Session 3: “Role of Civil Society, Business and Policymakers/Regulators in Shaping Digital Consumer Policy”</p> <p><u>Panelists:</u></p> <ul style="list-style-type: none"> ▪ Ms. Lena-Sophie Müller, D21, Germany ▪ Mr. Hans-Wolfgang Micklitz, European University Institute ▪ Ms. Helena Leurent, Consumers International ▪ Mr. Saravanan Thambirajah, Federation of Malaysia Consumer Association ▪ Ms. Ruth Castelo, Undersecretary, Department of Trade and Industry, Philippines
4:40 p.m. (11:40 a.m.)	<p>Closing Remarks</p> <ul style="list-style-type: none"> ▪ Mr. Looi Teck Kheong, Head of the Competition, Consumer Protection and Intellectual Property Rights Division, ASEAN Secretariat ▪ Mr. Christian Kastrop, State Secretary of Justice and Consumer Protection (BMJV)
4:50 p.m. (11:50 a.m.)	<p>End of Conference</p>
