

30 June 2017

**INTERNATIONAL CONSUMER PROTECTION ENFORCERS RELAUNCH WEBSITE
WWW.ICPEN.ORG**

The International Consumer Protection and Enforcement Network (ICPEN) has relaunched its website www.icpen.org to deliver a better consumer protection worldwide.

The relaunch marks the end of the ICPEN German Presidencyⁱ year and the transition to the ICPEN Presidency of Turkeyⁱⁱ for the 2017/2018 year.

“Germany is pleased to mark the end of its ICPEN Presidency year with the relaunch of the ICPEN website. The website provides very good resources for consumers and consumer authorities’ alike. And for the first time we are providing a mobile-friendly website too for smartphones and tablets” said outgoing ICPEN President, Dr Ilona Ulich.

ICPEN is a cooperative and collaborative forum of consumer protection authorities that encourages global cooperation aimed at combating fraudulent, deceptive, and unfair trading practices that affect consumers around the world. ICPEN's global reach – with members from more than 60 economies – means it is well-situated to target the cross-border issues faced by today's consumers.

The new website provides consumers with essential information including how to avoid scams and shop safely online. There are also tips on where to look for help and how to lodge a complaint in cross-border disputes. For example, consumers who believe they have been a victim of deceptive practices on the Internet can register their complaint at www.econsumer.gov (link is external), ICPEN's global online complaint reporting mechanism which is available in eight languages.

For consumer protection authorities there is information on the activities of the Network and how to take part. This includes:

- International Internet Sweep Day, a coordinated crackdown on scams with enforcement authorities targeting misleading and fraudulent conduct on the internet and other forms of digital communication, and
- Fraud Prevention Month, a month long education initiative that aims to inform consumers about fraud and raise awareness of scams through a series of events and activities.

Importantly, the website provides a secure members area for the sharing of intelligence on emerging misleading, deceptive and fraudulent commercial practices.

As the ICPEN presidency transitions to Turkey, the new website will continue to assist global consumer enforcers in the detection, identification and response to illegal conduct affecting consumers transacting across international borders. “We are bridging enforcers for powerful consumers” said [Mr Necmettin ERKAN incoming ICPEN President 2017/2018 and General

Director, Ministry of Customs and Trade, General Directorate for Consumer Protection and Market Surveillance, Turkey.]

Background and editor's notes

1. The Federal Ministry of Justice and Consumer Protection of Germany has held the presidency, which ends today (30 June 2017), since 1 July 2016. During the year, it has built on the work of the UK Competition and Markets Authority, which held the presidency in 2015/16. The presidency passes to the Republic of Turkey Ministry of Customs and Trade on 1 July 2017.
2. The ICPEN is an informal network of consumer protection law enforcement authorities representing over 60 global economies.
3. ICPEN provides a forum where authorities can cooperatively share information and look to combat consumer problems which arise with cross-border transactions in goods and services, such as e-commerce fraud and international scams.
4. As at 30 June 2017 ICPEN comprises: Angola, Australia, Austria, Azerbaijan, Barbados, Belgium, Bulgaria, Canada, Chile, China, Colombia, Costa Rica, Cyprus, Czech Republic, Denmark, Dominican Republic, Egypt, El Salvador, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Israel, Italy, Japan, Kenya, Republic of Korea, Kosovo, Latvia, Lithuania, Luxemburg, Malta, Mexico, Mongolia, Netherlands, New Zealand, Nigerian, Norway, Panama, Papua New Guinea, Peru, Philippines, Poland, Portugal, Kingdom of Saudi Arabia, Seychelles, Slovak Republic, Spain, Sri Lanka, Suriname, Sweden, Switzerland, Turkey, United Arab Emirates, United Kingdom, United States of America, Vietnam, and Zambia, and member organisations of European Commission, Organisation for Economic Co-operation and Development (OECD), United Nations Conference on Trade and Development (UNCTAD) and Ibero-American Forum of Consumer Government Agencies (FIAGC).
5. Econsumer.gov is an ICPEN initiative enabling consumer complaints to be recorded, shared and analysed between the 40+ member countries participating.
6. For more information visit www.icpen.org

Contact details: **Fair Trading Commission**
2nd Floor Cedar Court
Willey,
St. Michael
Tel. 424-0260

ⁱ Federal Ministry of Justice and Consumer Protection of Germany has been the designated ICPEN President for 2016/2017

ⁱⁱ Ministry of Customs and Trade, General Directorate for Consumer Protection and Market Surveillance Ministry of Customs and Trade, Republic of Turkey, is the designated ICPEN President for 2017/2018.