



**Asia-Pacific
Economic Cooperation**

2021/CTI/DIA1/001

Agenda

Submitted by: Peru



**Public-Private Dialogue on Promoting
Consumer Protection in the Dispute
Resolution and Redress Mechanisms in E-
Commerce
27-29 April 2021**

Public-Private Dialogue (PPD) on Promoting Consumer Protection in the Dispute Resolution and Redress Mechanisms in e-Commerce (CTI 09 2019T)

AGENDA

Day 1

Tuesday, April 27, 7:00 am (Asia time)

Monday, April 26, 6:00 pm (America's time)

Welcome & Introduction: Abelardo Aramayo Baella, Project Overseer and Technical Secretary of the Commission on Unfair Competition, INDECOPI - Peru

Keynote speaker: Framing the ODR Landscape: Lessons learned from the European Union
Pablo Cortes, University of Leicester, UK

Session 1: Cross-border consumer protection in the new digital markets - Moderator: Betsy Broder
6:10 pm-7:30pm (Lima time) / 7am-8:30am (Singapore time)

Panelists:

Juliana Oliveira Domingues, National Secretary for Consumer Protection of Brazil

Luciano Paredes, Manager of Corporate Affairs in the Foreign Trade Society of Peru

Filiberto Ibáñez Juárez, General Director of Complaints and Conciliation of Mexico's Federal Consumer Protection Agency

Session 2: Challenges on dispute resolution and redress mechanisms for consumers in cross-border digital trade - Moderator: Betsy Broder
7:45pm-9:15pm (Lima time) / 8:45am-10:15am (Singapore time)

Panelists:

Ban Jiun Ean, Executive Director of the Singapore Mediation Center

Vivi Tan, University of Melbourne Law School - Australia

Srikara Prasad, Policy Analyst with Dvara's Research Future of Finance Initiative

Day 2

Wednesday, April 28, 7:00 am (Asia time)

Tuesday, April 27, 6:00 pm (America's time)

Session 3: How to improve consumers' confidence in cross-border digital trade through best practices, self-regulation and compliance policies in dispute resolution and redress mechanisms processes - Moderator: Colin Rule
6pm-7:30pm (Lima time) / 7am-8:30am (Singapore time)

Panelists:

Arnau Izaguerri Vila, Economic Affairs Officer at the Competition and Consumer Policies Branch of United Nations Conference on Trade and Development

Yoshihisa Hayakawa, Professor of law at Rikkyo University -Tokyo

Andy Lee, Professor at Qinghua University - Beijing, China

Session 4: Next steps on promoting Consumer Protection in the dispute resolution and redress mechanisms in Digital Trade - Moderator: Colin Rule

7:45pm-9:15pm (Lima time) / 8:45am-10:15am (Singapore time)

Panelists:

Professor Jeannie Paterson, University of Melbourne Law School - Australia

Professor Leah Wing, University of Massachusetts, Amherst – United States

Nicolas Lozada, Externado University – Colombia

Day 3

Thursday, April 29, 7:00 am (Asia time)

Wednesday, April 28, 6:00 pm (America's time)

Session 5: PPD Discussion and Final Recommendations - Moderators: Colin Rule and Betsy Broder

6pm-9:15pm (Lima time) / 7am-10:15am (Singapore time)

Breakout rooms by topics.

Generate consensus statements for the final document.

Comments from conference consolidators.

Closing event: Wendy Ledesma Orbegozo, Professor at Pontifical Catholic University of Peru