



**Asia-Pacific
Economic Cooperation**

2021/CTI/WKSP5/008

Thailand - Consumer Protection in the COVID-19 Situation

Submitted by: Thailand



**Workshop on Consumer Protection in
Digital Trade: Towards Building an APEC
Regional Consumer Protection Framework
4 August 2021**

CONSUMER PROTECTION IN THE COVID-19 SITUATION

OFFICE OF CONSUMER PROTECTION BOARD (OCPB)

THAILAND

APEC Regional Consumer Protection Framework Workshop

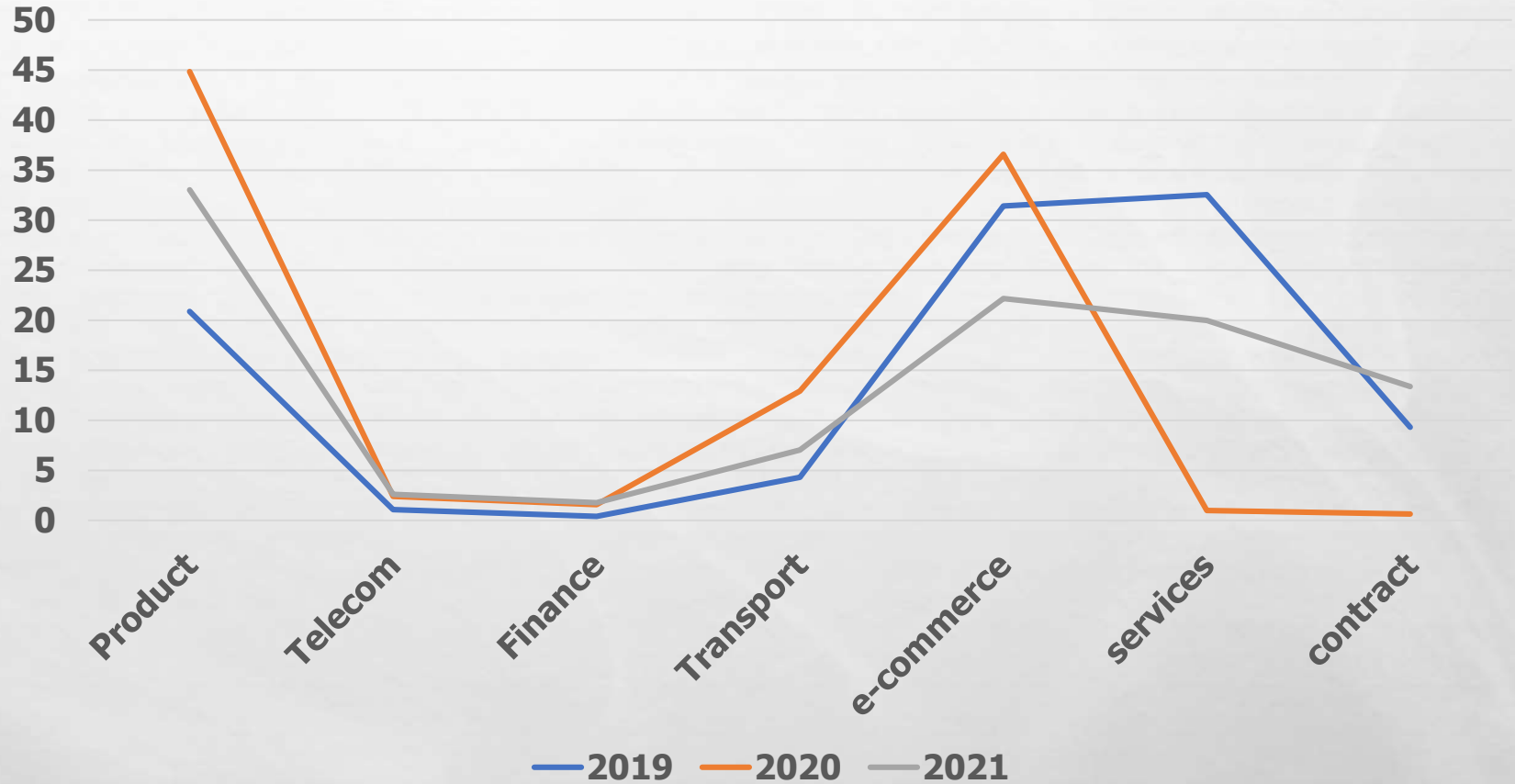
Korea, 4 August 2021

1. COMPLAINT AT OCPB DURING COVID-19 SITUATION

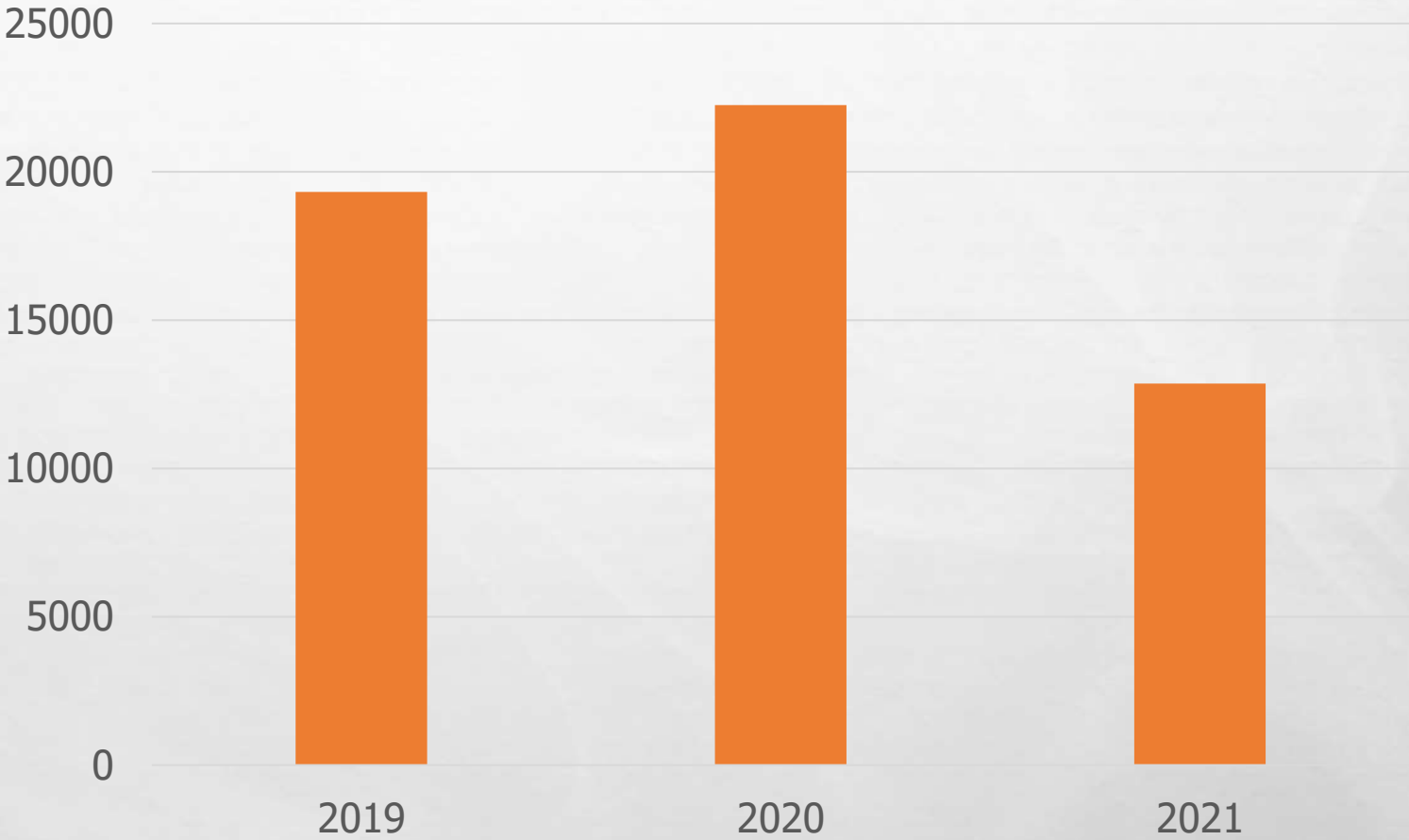


2. STATISTIC OF COMPLAINT

Complaint received in percentage



Number of complaints



3. REGULATIONS OF OCPB

Business registration : Direct Marketing

Receive complaint

Consumer redress : ODR

Market monitoring

Educated consumers

ONLINE DISPUTE RESOLUTION



4. CASE STUDY

**Difficulty
cases
management**

Foreign airlines

Short term foreign consumers

Fraud cases



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Thank You !