

 <div>한국소비자원 Korea Consumer Agency</div>		<h1>Press Release</h1> <p>"An agency for the citizens in interest of consumers"</p>		 <a href="#">Facebook @kcanews</a>
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Release	Thursday, September 17 2020 (1 page)	Department	Domestic & International Cooperation Team, Department of Public Affairs	
		Persons in charge	Jeong Dae-kyun (043-880-5651) Kim Yoona (043-880-5652)	

## Korea Consumer Agency holds online workshop with agencies under MoU on cross-border transactions

- Discussions on cooperation plans to efficiently respond to consumer issues from international transactions -

In an aim to efficiently respond to consumer issues from international transactions rising annually and strengthen network between officers of each nation, Korea Consumer Agency (KCA, President Lee Hee-sook) held the "Online Workshop to strengthen cooperation on resolution of cross-border consumer complaints" on Sep. 16 (Wed.).

The workshop was originally planned to be held in Korea by inviting officers of 12 relevant agencies\* which signed MoU with KCA since 2015 to resolve cross-border consumer complaints. However, given the current COVID-19 situation, the event was held as a non face-to-face video conference.

\* Vietnam and Japan (2015), U.S. and Thailand (2016), Singapore and Hong Kong (2017), U.K. and Uzbekistan (2018), Macao, Mongolia, and Taiwan (2019), and Malaysia (Jul. 2020)

The workshop was divided into two sessions for regions including Asia and Europe due to time differences. Among approximately 60 participants, not only agencies which signed MoU with KCA but also global officers of relevant consumer agencies including European Consumer Center (ECC) in France and Germany joined the workshop. Participants shared trends and major cases of consumer complaints from international transactions, and ways for cooperation.

The importance of close coordination with relevant bodies is becoming more and more important, as consumer damage from cross-border transactions is significantly difficult to handle due to language barriers, geographical restrictions,

differences in applicable legislations and others.

KCA plans to further expand global cooperation network through non face-to-face means for the continuous effort of removing blind spots for consumer rights.



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※ Korea Consumer Agency listens to citizens' opinions and suggestions related to the agency operations on its citizen suggestion system.

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