

 <b>한국소비자원</b> Korea Consumer Agency	<h1>Press Release</h1> <p>"An agency for the citizens in interest of consumers"</p>	 <a href="https://www.facebook.com/kcanews">Facebook @kcanews</a>  <a href="https://www.instagram.com/kca.go.kr">Instagram @kca.go.kr</a>	
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## The Korea Consumer Agency Holds the Second Conference on Strengthening MOU Partnership

- KCA discussed better tools for responding to cross-border consumer affairs with its 17 partner countries and organizations -

On Friday, June 24<sup>th</sup>, the Korea Consumer Agency held *The Second Conference on Strengthening MOU Partnership* at Yangjae El Tower, Seoul, to enhance the effectiveness of international consumer dispute resolution in the online market, which increased in number since the spread of COVID-19 due to the rapid digital transformation.

Jang Duck-Jin, president of the Korea Consumer Agency, opened the conference with a welcoming speech, followed by an online keynote speech give by Hugh Stevenson, chair of OECD Consumer Policy Committee.

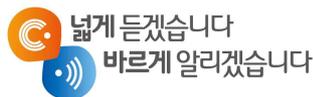
19 consumer protection agencies from 17 countries, two international organizations (the OECD and UNCTAD), domestic academia, and consumer organizations attended in a hybrid manner to discuss international consumer issues in the digital era.

\* Participants: Australia, Brazil, Chile, Germany, Hong Kong, Indonesia, Japan, Korea, Macao, Malaysia, OECD CCP, Philippines, Singapore, Taiwan, Thailand, UNCTAD, United States, Uzbekistan, Vietnam (in alphabetical order)

In the first session, participating countries shared cross-border transaction trends before and after COVID-19, while the discussion was centered on the establishment of an alternative dispute resolution system, or ADR, and international cooperation during the second session.

There was a consensus among participants that the countries need to cooperate more closely since consumer disputes arising from cross-border transactions are difficult to resolve due to language barriers, geographical obstacles and differences in applicable laws.

In his speech, Jang Duck-Jin promised that “the Korea Consumer Agency will devote effort and resources to expanding the network for international cooperation to effectively resolve cross-border consumer complaints.



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