

Statement by the Commissioner of the Consumer Affairs Agency  
on the G20 International Conference on Consumer Policy

2019-09-06

1. The G20 International Conference on Consumer Policy (hereafter “the Conference”) was held on 5-6 September. Delegations from 38 countries (including Japan) and International Organizations attended the Conference and had very lively discussion on common consumer policy challenges for consumer authorities in the world such as addressing new consumer issues with rapidly-changing digitization and promoting the Sustainable Development Goals.

2. While new technologies and business models raise new challenges for consumers, I think that it was quite meaningful that we shared information on the current situation with consumer authorities in other countries and that we discussed the importance of taking policy actions in the near future at the conference.

3. In terms of keeping up the pace of change inherent to digital transformation and globalization, I recognized the need to do more to enhance co-operation within our government and the need to continue our discussion among consumer authorities to facilitate international cooperation such as information sharing and cross-border enforcement. Besides, taking this opportunity, we would like to make our best efforts to expand the network of the Cross-border Consumer center Japan (as known as “CCJ”) which assists consumers in the resolution of disputes arising from cross-border transactions, in partnership with foreign counterparts in the context of contributing to resolution of cross-border consumer troubles.

4. Anyone could be vulnerable in the digital age. While Japanese society is rapidly aging, it has become more important to address vulnerable consumers with empowerment including consumer education. We will be working on realization of the society of “no one left behind”, taking account into experiences in other countries reported in the Conference.

5. We will establish the Strategic Headquarters for Frontiers of Consumer Policy, Consumer Affairs Agency in Tokushima from the next fiscal year. We will conduct research and surveys in Japan, and coordinate closely with consumer authorities in other countries in order to realize the concrete results of the Conference.