Consumer Consultation and Education in the Present and Post COVID-19 in Asia

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## Vietnam Consumer Education in the Covid-19 Crisis

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The impact of the Covid -19 crisis on

- Vietnam consumers
  - Lacking of masks and essential products
  - Changing daily behaviors and much more online shopp
  - Getting fake news

## Actions of the Vietnamese state and organizations on consumer education

- Mainly reach to consumers through consumers
- Educational information extends many channels such as sms, mobile phone app, ...
  - Prevent fake news

## The importance and challenges of educating consumers in the crisis in Vietnam

- . . . . . . . . . .
  - Consumer education in school
  - Offical information advices by authorities
- Control mechanism and dispute resolution in-tegralmerce
  - **Consumer NGO networts**