White Paper on Consumer Affairs 2018

[Summary]

Consumer Affairs Agency, Government of Japan
Table of Contents

Part 1 Trends in consumer issues and consumers’ attitude/behavior
  Chapter 1 Collection of information on consumer accidents and result of analysis
    Section 1 Collection of information on consumer accidents reported to the Consumer Affairs Agency and result of analysis
    Section 2 Information on life or health-related accidents gathered to the Consumer Affairs Agency
    Section 3 Overview of consumer affairs consultation
    Section 4 Consumer issues recently attracting attention
    Section 5 Experience of consumer harm and problems / estimated amounts of losses from harm and problems
  Chapter 2 Feature Toward the prevention of children’s accidents
    Section 1 Preventing children’s accidents on a societal level
    Section 2 Situation of children’s accidents
    Section 3 Attitude/behavior related to the prevention of children’s accidents
    Section 4 Efforts for the prevention of children’s accidents
    Section 5 For raising children in a safe environment

Part 2 Implementation of consumer policy
  Chapter 1 Major consumer policy at the Consumer Affairs Agency
    Section 1 Strategies to secure safety and to remove anxiety in consumers’ life
    Section 2 Ensuring of the safety of consumers
    Section 3 Enhancement of labelling and ensuring of trust
    Section 4 Actualization of proper transactions
    Section 5 Formation of a society in which consumers can make a choice and take action by themselves
  Chapter 2 Details of implementation of consumer policy
    Section 1 Ensuring of the safety of consumers
    Section 2 Enhancement of labelling and ensuring of trust
    Section 3 Actualization of proper transactions
    Section 4 Formation of a society in which consumers can make a choice and take action by themselves
    Section 5 Establishment of frameworks for consumer relief system and protecting their interests
    Section 6 Establishment of the consumer administration systems of the national and local governments

Reference: Collection and analysis of information on consumer accidents, etc., and measures taken by the Consumer Affairs Agency under the Consumer Safety Act (omitted)

- Consumer affairs consultation information registered with PIO-NET shown in this document is as of March 31, 2018.
- It takes some time before consumer affairs consultation information registered with PIO-NET is accepted by local consumer affairs centers. The numbers of consultations indicated in this document are subject to slight increase.
- The value M.T. indicated in survey results refers to the rate calculated by dividing the total count of answers by the number of respondents (N). This value usually exceeds 100% for questions that accept multiple answers.
There were 10,952 cases of information on consumer accidents in FY2017. (The number of cases reported to the Consumer Affairs Agency under the Consumer Safety Act)

- The breakdown is 2,680 “life or health-related accidents” and 8,272 “property-related cases.”
- Moreover, in the “life or health-related accidents,” 1,280 are “serious injuries” and 1,400 are “life or health-related accidents except serious injuries.”

**Figure I-1-1-3** The number of information on consumer accidents reported to the Consumer Affairs Agency under the Consumer Safety Act

(Note) The number of consumer accidents reported by the heads of government institutes, prefectural governors, the mayors of municipality and the head of the National Consumer Affairs Center to the Consumer Affairs Agency under the provisions in the Consumer Safety Act.
Among life or health-related accidents, about 80% of serious injuries were “fires.”

- Triggered by reports of serious injuries, awareness was raised in FY2017 for accidents involving trolley snowplows.
- About 50% of the life or health-related accidents except serious injuries were “poisoning”. Most of the cases were food poisoning from norovirus, campylobacteriosis, etc. at restaurants.

### Figure 1-1-4
The details of life or health-related accidents (serious injuries)

![Graph showing the details of life or health-related accidents (serious injuries) for FY2017](image)

### Figure 1-1-5
Awareness was raised for accidents related to trolley snowplows

(1) Re-enacted scene of an accident where the victim was caught under a snowplow

Note: The product in the picture is not relevant to the actual accident.

### Figure 1-1-6
The details of life or health-related accidents (except serious injuries)

![Graph showing the details of life or health-related accidents (except serious injuries) for FY2017](image)

(Note) The number of life or health-related accidents (including serious injuries) in consumer accidents reported to the Consumer Affairs Agency under the Consumer Safety Act.

(Notes):
1. The number of life or health-related accidents (serious injuries) includes “smoke, fire, overheating,” “ignition, combustion, poor fire extinguishing,” “bursting,” “gas explosions,” “gas leaks,” “fuel/liquid leaks, etc.,” “chemical hazards,” “short circuits, electric wave hindrance,” “damaged products,” “part falling off,” “function faults,” “lack of operability/usability,” “traffic accidents,” “poisoning,” “foreign object contamination / intrusion,” “corrosion, quality alternation,” “others,” and “no entry.”

(Notes) 2. “Others” include “ignition, combustion, poor fire extinguishing,” “bursting,” “gas explosions,” “gas leaks,” “fuel/liquid leaks, etc.,” “chemical hazards,” “short circuits, electric wave hindrance,” “damaged products,” “part falling off,” “function faults,” “lack of operability/usability,” “traffic accidents,” “poisoning,” “foreign object contamination / intrusion,” “corrosion, quality alternation,” “others,” and “no entry.”

### Table 1-1-1
Overview

<table>
<thead>
<tr>
<th>Case</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case 1</td>
<td>While using a snowplow, the victim was caught under it and killed.</td>
</tr>
<tr>
<td>Case 2</td>
<td>While using a snowplow, the victim tried to remove snow that clogged the snow blowing port, and broke their middle finger, ring finger and little finger on their right hand.</td>
</tr>
<tr>
<td>Case 3</td>
<td>When operating a snowplow, the victim’s index and middle fingers were amputated on their right hand.</td>
</tr>
<tr>
<td>Case 4</td>
<td>While the family member was using a snowplow, the victim’s coat was entangled in the snowplow, and the right side of their body was caught under the snowplow.</td>
</tr>
</tbody>
</table>

(Note) The Consumer Affairs Agency “Prevent accidents involving snowplows - People are killed and injured every year when they are using snowplows or snow removal tools! ” (Published on December 26, 2017)
Part 1 Chapter 1 Section 1
Collection of information on consumer accidents reported to the Consumer Affairs Agency and result of analysis

Awareness was raised for deceptions personating a well-known organization, etc., with the names of the businesses disclosed.

- Regarding the property-related cases, 10 cases of awareness was raised in FY2017 with the names of the businesses disclosed, under the provisions in the Consumer Safety Act.
- Major cases have criminals personating a well-known organization, etc. and demanding payment for fake paid service fees, etc.

### Figure I-1-1-9
The list of property-related cases where awareness was raised under the Consumer Safety Act (FY2017)

<table>
<thead>
<tr>
<th>Deceptions</th>
<th>Specifics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personating a well-known organization, etc.</td>
<td></td>
</tr>
<tr>
<td>Billing fraud (5 cases)</td>
<td>They contact the consumers through Short Message Services (SMS) on the consumers’ mobile phones by personating an existing well-known company, and demanding for the fake outstanding balance for the payment of usage fees for paid content.</td>
</tr>
<tr>
<td>Fraud damage consultation (1 case)</td>
<td>They contact consumers who have received billing fraud for a nominal unpaid amount from a paid video website, telling consumers that they will negotiate with these fraudsters and cancel the billing for the paid amount as a sales talk. While they demand over-priced fees, in reality, they did not make any negotiations.</td>
</tr>
<tr>
<td>Deletion of personal information (1 case)</td>
<td>They contact consumers by telephone by personating a public organization by using a similar name, telling consumers that they will delete registered personal information that was leaked in order to get consumers to pay money. They eventually threaten consumers by telling them that their homes will be searched as a charge of unfair name lending.</td>
</tr>
<tr>
<td>Luring consumers by dangling a way to make easy money</td>
<td></td>
</tr>
<tr>
<td>Information sales (1 case)</td>
<td>They open a website advertising their service as if they could offer the easy way how to earn money simply by uploading pictures on the Internet. In reality, not everyone can easily earn money in this system.</td>
</tr>
<tr>
<td>Providing teleworking jobs (2 cases)</td>
<td>They solicit consumers who hope for teleworking jobs on favorable conditions, and eventually demand a huge amount of payment under various reasons.</td>
</tr>
</tbody>
</table>
Part 1 Chapter 1 Section 3  Overview of consumer affairs consultation

The number of consultations related to billing fraud was 159,000, the highest in a decade.
(The number of consultations to local consumer affairs centers, etc.)

- The number of consumer affairs consultations in 2017 was 911,000. It is still at a high level.
- As many consultations related to billing fraud postcards whereby the Ministry of Justice, etc. was personated were received, the number of consultations related to billing fraud reached 159,000, the highest in a decade.

**Figure I-1-3-1** The changes in the number of consumer affairs consultations

(Cases in 10,000s)

(Notes) 1. Consumer affairs consultation information registered with PIO-NET (registration by March 31, 2018).
2. For the period from FY1984 to FY2006, the data recorded in the “Annual Report on Consumer Affairs 2017” by the National Consumer Affairs Center of Japan were counted.
3. “Billing fraud” refers to payment requests received from unfamiliar entities. Data collection in this category started in FY2000.
4. From 2007, the number of consultations, excluding consultation offices, has been counted.
For the number of consultations, “communications services” were outstanding. “Goods in general” were the second highest.

- The breakdown of the consultations by product/service type shows that “communications services”, which are mostly related to digital contents etc. on a website, were by far the largest category in the number of consultations, with about 247,000 consultations received.
- Unlike previous years, “goods in general” (consultations related to billing fraud postcards, etc.) were 100,000, the second highest number.
- With regard to the payments per consultation, “work, construction & processing” (consultations on roof work and renovation) were the most expensive,amounting to ¥1,086,000.

![Diagram](image)

Figure I-1-3-2 The number of consumer affairs consultations and average payments made, by product/service type (Y2017)

(Cases in 10,000s)

<table>
<thead>
<tr>
<th>Consultations</th>
<th>Average payments made (¥10,000s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communications services</td>
<td>95.9</td>
</tr>
<tr>
<td>Goods in general</td>
<td>108.6</td>
</tr>
<tr>
<td>Other consultations</td>
<td>75.4</td>
</tr>
<tr>
<td>Educational &amp; leisure goods</td>
<td>6</td>
</tr>
<tr>
<td>Rental, lease &amp; lending</td>
<td>5</td>
</tr>
<tr>
<td>Foodstuffs</td>
<td>2.7</td>
</tr>
<tr>
<td>Other services</td>
<td>1.6</td>
</tr>
<tr>
<td>Miscellaneous services</td>
<td>1</td>
</tr>
<tr>
<td>Repair &amp; maintenance</td>
<td>0.9</td>
</tr>
<tr>
<td>Utility-related goods</td>
<td>0.2</td>
</tr>
<tr>
<td>Vehicles</td>
<td>0.1</td>
</tr>
<tr>
<td>Other goods</td>
<td>0.0</td>
</tr>
</tbody>
</table>

(Notes) 1. Consumer affairs consultation information registered with PIO-NET (registration by March 31, 2018).
2. The vertical axis represents the number of consultations for each product category. The width along the horizontal axis represents average payments made for each product category.
3. Product categories are arranged in descending order of the number of consultations.
4. The average payments made were calculated by the Consumer Affairs Agency, assuming that the payment was zero in the cases with “No answer (No input).”
5. “Transport and communications services” were divided into “Transport services” and “Communications services.”
6. “Financial & insurance services” consist of financing, deposits, investment products, etc., and insurance, and the breakdown of consultation cases (and not the breakdown of average payments made) is shown. The breakdown of average payments made for “Financial & insurance services” is as follows: ¥147,000 for financing, ¥2,821,000 for deposits, investment products, etc., and ¥463,000 for insurance.
By gender and age, the number of consultations for both male and female consumers in their 60s was the highest.

For both genders in a wide age group, the consultations on “communications services” account for substantial percentages.

In 2017, the number of consultations on “goods in general” (consultations related to billing fraud postcards, etc.) was high in the women of age group of 50s to 70s.

For women in their 50s to 70s, there were many consultations related to billing fraud postcards, etc.

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**Figure I-1-3-6** The percentage of consumer affairs consultations by product/service type, by gender and age group (Y2017)

<table>
<thead>
<tr>
<th>Men</th>
<th>Women</th>
</tr>
</thead>
<tbody>
<tr>
<td>80 years &amp; over</td>
<td>70s</td>
</tr>
<tr>
<td>70s</td>
<td>60s</td>
</tr>
<tr>
<td>60s</td>
<td>50s</td>
</tr>
<tr>
<td>50s</td>
<td>40s</td>
</tr>
<tr>
<td>40s</td>
<td>30s</td>
</tr>
<tr>
<td>30s</td>
<td>20s</td>
</tr>
<tr>
<td>20s</td>
<td>10s</td>
</tr>
<tr>
<td>10s</td>
<td>Under 10 years</td>
</tr>
</tbody>
</table>

**Communications services**

**Goods in general**

(Cases) 0 10,000 20,000 30,000 40,000 50,000 60,000 70,000 80,000 90,000

(Cases) 0 10,000 20,000 30,000 40,000 50,000 60,000 70,000 80,000 90,000 100,000

(Notes) 1. Consumer affairs consultation information registered with PIO-NET (registration by March 31, 2018).
2. “Other goods” refer to the sum of the following product categories: utility-related goods; health-care & sanitary goods; vehicle; land, building & facilities; and other goods. “Other goods-related services” refer to the sum of dry cleaning; work, construction & processing; repair & maintenance; and management & storage. “Miscellaneous services” refer to the sum of service in general; transport services; educational services; education & leisure services; piecework, side work & pyramid schemes; and other administrative services.
3. “Transport & communications services” were divided into “Transport services” and “Communications services.”
Many consultations for young people are related to troubles arising from living alone.

- For men in their 20s, consultations related to “multi-purpose loan / consumer loan” were also high.
- For women, consultations related to beauty such as esthetic services and health foods were high, regardless of age groups.

### Figure 1-1-3-8

The highest numbers of consultation for young people by product/service types (2017)

<table>
<thead>
<tr>
<th></th>
<th>Men</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15-19 years</td>
<td>20-24 years</td>
<td>25-29 years</td>
</tr>
<tr>
<td>Cases</td>
<td>6,643</td>
<td>16,823</td>
<td>16,389</td>
</tr>
<tr>
<td>1 Adult websites</td>
<td>1,022</td>
<td>1,082</td>
<td>1,665</td>
</tr>
<tr>
<td>2 Digital content (general)</td>
<td>432</td>
<td>974</td>
<td>1,002</td>
</tr>
<tr>
<td>3 Online games</td>
<td>353</td>
<td>936</td>
<td>953</td>
</tr>
<tr>
<td>4 TV broadcasting service (general)</td>
<td>306</td>
<td>884</td>
<td>627</td>
</tr>
<tr>
<td>5 Business courses</td>
<td>269</td>
<td>743</td>
<td>569</td>
</tr>
<tr>
<td>6 Other digital content</td>
<td>239</td>
<td>591</td>
<td>497</td>
</tr>
<tr>
<td>7 Dating websites</td>
<td>180</td>
<td>523</td>
<td>477</td>
</tr>
<tr>
<td>8 Goods in general</td>
<td>175</td>
<td>506</td>
<td>463</td>
</tr>
<tr>
<td>9 Rented apartments</td>
<td>148</td>
<td>472</td>
<td>367</td>
</tr>
<tr>
<td>10 Standard/small automobiles</td>
<td>102</td>
<td>404</td>
<td>322</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Women</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>15-19 years</td>
<td>20-24 years</td>
<td>25-29 years</td>
</tr>
<tr>
<td>Cases</td>
<td>6,120</td>
<td>20,583</td>
<td>19,830</td>
</tr>
<tr>
<td>1 Other health foods</td>
<td>567</td>
<td>2,084</td>
<td>1,601</td>
</tr>
<tr>
<td>2 Adult websites</td>
<td>525</td>
<td>1,255</td>
<td>1,368</td>
</tr>
<tr>
<td>3 Digital content (general)</td>
<td>474</td>
<td>1,125</td>
<td>1,331</td>
</tr>
<tr>
<td>4 TV broadcasting service (general)</td>
<td>191</td>
<td>926</td>
<td>651</td>
</tr>
<tr>
<td>5 Other digital content</td>
<td>186</td>
<td>764</td>
<td>620</td>
</tr>
<tr>
<td>6 Concerts</td>
<td>184</td>
<td>666</td>
<td>589</td>
</tr>
<tr>
<td>7 Hair removal agent</td>
<td>179</td>
<td>656</td>
<td>560</td>
</tr>
<tr>
<td>8 Goods in general</td>
<td>155</td>
<td>592</td>
<td>532</td>
</tr>
<tr>
<td>9 Dating websites</td>
<td>153</td>
<td>454</td>
<td>472</td>
</tr>
<tr>
<td>10 Rented apartments</td>
<td>146</td>
<td>443</td>
<td>394</td>
</tr>
</tbody>
</table>

(Note) 1. Consumer affairs consultation information registered with PIO-NET (registration by March 31, 2018).
2. The category of products/services are the “product keywords” (sub-categories) used in PIO-NET.
In 2017, the number of consumer affairs consultations related to elderly people (65 years & over) was 266,000. In 2017, “goods in general” (billing fraud postcards, etc.) and consultations related to the Internet (digital content etc.) increased. Meanwhile, consultations related to “adult websites” decreased by about 40% from the previous year. Consultations related to financial products such as “fund-type investment products” decreased, but that requires attention as there are consultations on investment troubles related to virtual currency from elderly people.

For elderly people, consultations related to “adult websites” decreased.

<table>
<thead>
<tr>
<th>Product/Service Type</th>
<th>2011 Number of Cases</th>
<th>2014 Number of Cases</th>
<th>2017 Number of Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-purpose loan/consumer loan</td>
<td>10,544</td>
<td>22,759</td>
<td>39,706</td>
</tr>
<tr>
<td>Fund-type investment products</td>
<td>8,476</td>
<td>12,156</td>
<td>23,498</td>
</tr>
<tr>
<td>Goods in general</td>
<td>7,404</td>
<td>10,017</td>
<td>9,694</td>
</tr>
<tr>
<td>Adult websites</td>
<td>6,094</td>
<td>6,210</td>
<td>7,180</td>
</tr>
<tr>
<td>Public &amp; corporate bonds</td>
<td>6,092</td>
<td>6,203</td>
<td>5,663</td>
</tr>
<tr>
<td>Unlisted shares</td>
<td>5,414</td>
<td>6,005</td>
<td>5,398</td>
</tr>
<tr>
<td>Newspaper</td>
<td>4,993</td>
<td>5,601</td>
<td>4,936</td>
</tr>
<tr>
<td>Lotteries</td>
<td>4,316</td>
<td>5,189</td>
<td>4,813</td>
</tr>
<tr>
<td>Repair services</td>
<td>4,145</td>
<td>5,081</td>
<td>4,778</td>
</tr>
<tr>
<td>Other consultations (general)</td>
<td>3,117</td>
<td>4,368</td>
<td>4,158</td>
</tr>
</tbody>
</table>

(Notes) 1. Consumer affairs consultation information registered with PIO-NET (registration by March 31, 2018).
2. The category of products/services are the “product keywords” (sub-categories) used in PIO-NET.
3. Consultations where persons contracted are 65 years & over.
With sales/purchase method, the ratio of “online stores” (26.0%) exceeded the ratio of “in-store sales” (25.2%) in 2017.
For elderly people aged 65 years & over, the ratio of “online stores” has increased and exceeded the ratio of “door-to-door sales” in 2017.
For elderly people with dementia, etc., the ratio of “door-to-door sales” accounts for about 40% and the ratio of “telemarketing sales” accounts for about 20%.

Figure I-1-3-13 The changes in the ratio for consumer affairs consultations by sales/purchase method

(Year)  | 2013  | 2017  |
---|---|---|
Total  | 29.3 | 25.2 |
        | 9.8  | 6.7  |
        | 11.5 | 6.7  |
        | 20.7 | 26.0 |
Online stores  | 29.8 | 35.4 |
        | 1.1  | 1.2  |
        | 0.7  | 3.0  |
        | 0.7  | 0.9  |
Under 65 years  | 33.5 | 27.7 |
        | 7.1  | 4.4  |
        | 5.4  | 3.4  |
        | 29.6 | 42.3 |
Telemarketing sales  | 26.0 | 38.4 |
        | 16.3 | 16.3 |
        | 3.0  | 2.3  |
        | 1.0  | 1.3  |
40 years & over  | 20.2 | 20.1 |
        | 15.2 | 13.6 |
        | 25.4 | 16.2 |
        | 6.0  | 10.4 |
Door-to-door sales  | 26.6 | 24.7 |
        | 0.8  | 0.5 |
        | 0.9  | 1.0 |
        | 0.7  | 0.7 |
Under 65 years  | 33.5 | 27.7 |
        | 7.1  | 4.4  |
        | 5.4  | 3.4  |
        | 29.6 | 42.3 |
Telemarketing sales  | 26.0 | 38.4 |
        | 16.3 | 16.3 |
        | 3.0  | 2.3  |
        | 1.0  | 1.3  |
65 years & over  | 20.2 | 20.1 |
        | 15.2 | 13.6 |
        | 25.4 | 16.2 |
        | 6.0  | 10.4 |
Door-to-door sales  | 26.6 | 24.7 |
        | 0.8  | 0.5 |
        | 0.9  | 1.0 |
        | 0.7  | 0.7 |
Under 65 years  | 33.5 | 27.7 |
        | 7.1  | 4.4  |
        | 5.4  | 3.4  |
        | 29.6 | 42.3 |
Telemarketing sales  | 26.0 | 38.4 |
        | 16.3 | 16.3 |
        | 3.0  | 2.3  |
        | 1.0  | 1.3  |
Elderly people with dementia, etc.  | 13.4 | 13.4 |
        | 38.3 | 38.3 |
        | 18.3 | 18.3 |
        | 8.9  | 8.9  |
        | 15.4 | 15.4 |
Door-to-door sales  | 13.4 | 13.4 |
        | 38.3 | 38.3 |
        | 18.3 | 18.3 |
        | 8.9  | 8.9  |
        | 15.4 | 15.4 |
Door-to-door purchase  | 10.4 | 10.4 |
        | 16.2 | 16.2 |
        | 6.0  | 6.0  |
        | 10.4 | 10.4 |
        | 16.2 | 16.2 |
No store or others  | 2.2  | 2.2  |
        | 0.8  | 0.8  |
        | 0.8  | 0.8  |
        | 0.8  | 0.8  |
        | 0.8  | 0.8  |
Unknown or unrelated  | 0.9  | 0.9  |
        | 0.9  | 0.9  |
        | 0.9  | 0.9  |
        | 0.9  | 0.9  |
        | 0.9  | 0.9  |
(Notes) 1. Consumer affairs consultation information registered with PIO-NET (registration by March 31, 2018).
2. “Door-to-door purchase” was added as a new category on February 21, 2013 due to a revision to the Act on Specified Commercial Transactions.
3. The scope of “online stores” is wider than what are commonly called online stores and includes website access charges (typically for adult websites) and digital content such as online games. The fact that online stores mentioned in the context of consumer affairs consultation information include these items should be kept in mind when data are examined.
4. Percentages may not add up to 100% because of rounding.
There was a rapid increase in consultations related to billing fraud postcards whereby the Ministry of Justice was personated.

- Consultations related to billing fraud in 2017 were 159,000, a significant increase from the previous year.
- Consultations related to billing fraud postcards were 56,000.
- With regard to specific content of the postcards, by personating the Ministry of Justice, etc. they insinuate that assets will be seized by force, etc.
- Most of contractors are middle-aged and elderly women in their 50s or over.
- Most of the consultations related to billing fraud (98.1%) are before consenting to bills.

(Note) Consumer affairs consultation information registered with PIO-NET (registration by March 31, 2018).
Consultations regarding SNS increased also in people aged 50 years & over.

- Consultations that have any connection to SNS increased to 14,000 in 2017.
- By age group, the number of consultations from people in their 20s is the highest.
- For the age group below the 20s, there are consultations where consumers are invited by a friend whom the consumers got to know through SNS and are involved in multilevel marketing transactions, etc.
- Meanwhile, compared to 2013, the number of consultations from the 50s, 60s, and 70 years & over age groups is more than 4 times higher, respectively.
- The details of the consultation have a wide range.
  Examples of consultation: “I saw an ad on a social media and bought the product as a trial, but it turned out to be repeated subscription”.

The number of consumer affairs consultations that have any connection to SNS

(Note) 1. Consumer affairs consultation information registered with PIO-NET (registration by March 31, 2018).
2. The number of consumer affairs consultations in 2017 is shown at the right side of the graph as reference.
Consumer issues recently attracting attention

Troubles related to virtual currency increased.

- The number of consultations related to virtual currency in 2017 was 3.5 times than in 2016.
- A typical case is fraud in which investment and moneymaking associated with converting virtual currency is declared.
  Examples of consultation: “I bought virtual currency to make a profit from selling it, but it was not bought from me as I had been told it would be during solicitation, and I didn’t get back the money I paid,” etc.
- There are also troubles related to security.
  Examples of consultation: “I can’t check my purchasing, selling, and remittance, etc.” “My account was illegally accessed, and my money has been sent to a third party,” etc.

![Figure I-1-4-7](image-url)

*The number of consumer affairs consultations related to “virtual currency”*

<table>
<thead>
<tr>
<th>Year</th>
<th>Cases of 65 years &amp; over</th>
<th>Cases of 65 years &amp; over</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>219</td>
<td>447</td>
</tr>
<tr>
<td>2016</td>
<td>239</td>
<td>615</td>
</tr>
<tr>
<td>2017</td>
<td>547</td>
<td>2,166</td>
</tr>
</tbody>
</table>

(Note) Consumer affairs consultation information registered with PIO-NET (registration by March 31, 2018).
As more people used services where individuals make transactions with each other on products and services on the Internet, consultations related to purchases and sales between individuals increased rapidly after 2014. There are consultations from both consumers of buyers side and consumers of sellers side.

Examples of consultation; Buyer side: “Products were fakes,” “Items did not arrive,” etc. Seller side: “Buyers refused receiving items,” “Purchase prices were not paid”

**Figure I-1-4-8** The number of consumer affairs consultations related to “purchase and sale between individuals”

(Note) Consumer affairs consultation information registered with PIO-NET (registration by March 31, 2018).
Fraudulent schemes that take advantage of “Shukatsu” of elderly people are significant.

1 Door-to-door purchase

- Consultations related to so-called door-to-door purchases in which consumers have buyers purchase products from their homes are in the 8000’s annually after 2015.
- In 2017, elderly people aged 65 years & over accounted for about 60%, and about 80% of which is women.

Examples of consultation: “I wanted to sell some things I didn’t need so I called a buyer to my house, but they forcefully demanded that I show them my jewelry and I ended up selling them.”
“...get back my jewelry that I sold to the buyers that came to my house. So I called them but they said ‘Purchased items are not subject to cooling-off.’ ‘I resold the product.’” etc.

**Figure I-1-4-10** The number of consumer affairs consultations related to “door-to-door purchase”

(Note) ❶. Consumer affairs consultation information registered with PIO-NET (registration by March 31, 2018).
  2. Items that do not fall under the “door-to-door purchase” in the Act on specified Commercial Transactions are also included.
Fraudulent schemes that take advantage of “Shukatsu” of elderly people are significant.

② Secondary damage to the people encountered real estate frauds for selling waste land

- The number of consultations related to secondary damage where former victims of real estate frauds for selling waste land are solicited by using fraudulent explanations to make new expensive contracts, increased significantly in 2017.
- Total payment made, ¥2.67 billion, and payment made per consultation, ¥1.62 million, were both expensive in 2017.

Examples of consultation: Consultations were asked for such as “I made a contract after a sales person told me that they would buy the land at a high price and I paid several million yen in ‘sales commissions’., but the actual contract is for selling waste land, etc. and for purchasing new waste land, etc. that is more expensive than the selling price of the original waste land, so consumers have to pay the difference as a result, etc.

- There are cases where solicitation was received as an additional “secondary damage”.

Examples of consultation: “I was solicited by a company that said “We save people who suffer from what you are suffering. If you contract us, we will get back your money.”, etc.

Figure I–1–4–12 The number of consumer affairs consultations related to “real estate frauds for selling waste land”

(Note) Consumer affairs consultation information registered with PIO-NET (registration by March 31, 2018).
Part 1 Chapter 1 Section 5
Experience of consumer harm and problems / estimated amounts of losses from harm and problems

Losses from harm and problems to consumers amounted to an estimated ¥4.9 trillion.

- Consumers who said they had experienced some kind of consumer harm and problems with products or services purchased in the past year accounted for 9.5%.
- The losses from harm and problems to consumers (total expenditures on products and services associated with consumer harm and problems) in 2017 amounted to an estimated ¥4.9 trillion.
- This amount expresses how much economic losses consumers suffered due to recognized harm and problems, as measured by the value of products/services involved.

### Figure 1-1-5-1
The experiences of consumer harm and problems associated with purchased products and services

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Found product functionality/quality or service quality much poorer than expected</td>
<td>6.1%</td>
<td>7.9%</td>
<td>8.2%</td>
<td>5.9%</td>
<td>7.2%</td>
</tr>
<tr>
<td>Found actual products/services markedly different from what had been advertised or represented</td>
<td>2.5%</td>
<td>4.9%</td>
<td>4.8%</td>
<td>3.1%</td>
<td>3.6%</td>
</tr>
<tr>
<td>Was charged far more than expected</td>
<td>0.9%</td>
<td>2.4%</td>
<td>2.7%</td>
<td>1.0%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Suffered damage from contract/cancellation problems</td>
<td>0.4%</td>
<td>1.4%</td>
<td>1.7%</td>
<td>0.8%</td>
<td>1.2%</td>
</tr>
<tr>
<td>Had safety or health problems (e.g., injury, illness)</td>
<td>0.4%</td>
<td>1.1%</td>
<td>1.2%</td>
<td>0.9%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Concluded a contract/purchase as a result of an unfaithful sales method or pitch</td>
<td>0.2%</td>
<td>0.3%</td>
<td>0.6%</td>
<td>0.4%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Made (or promised) payments to businesses as a result of fraud</td>
<td>0.5%</td>
<td>1.3%</td>
<td>1.8%</td>
<td>0.8%</td>
<td>0.5%</td>
</tr>
<tr>
<td>Experienced other consumer harm</td>
<td>0.7%</td>
<td>1.6%</td>
<td>1.8%</td>
<td>0.9%</td>
<td>1.0%</td>
</tr>
<tr>
<td>Experienced any of the above</td>
<td>8.0%</td>
<td>10.6%</td>
<td>10.9%</td>
<td>7.7%</td>
<td>9.5%</td>
</tr>
</tbody>
</table>

(Notes) 1. Consumer Affairs Agency, "Basic Survey on Consumer Life". What is shown in parentheses are survey implementation dates.
2. Answers to the question, “Regarding products and services you have purchased in the past year, have you experienced any of the following in the past year?”

### Figure 1-1-5-4
The estimated losses from harm and problems to consumer

<table>
<thead>
<tr>
<th>Contract/purchase value</th>
<th>2013</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
</tr>
</thead>
</table>

*Payment made (including credit granted) * is calculated by adding future payments, such as the amount charged on credit cards, to the payments already made.

(Notes) 1. The number of cases is estimated from the results of the Basic Survey on Consumer Life with respect to the answers to the following question: “Regarding products and services you have purchased in the past year, have you experienced any of the following in the past year?” The options given were (1) Had safety or health problems (e.g., injury, illness); (2) Found product functionality/quality or service quality much poorer than expected; (3) Was charged far more than expected; (4) Found actual products/services markedly different from what had been advertised or represented; (5) Concluded a contract/purchase as a result of an unfaithful sales method or pitch; (6) Suffered damage from contract/cancellation problems; (7) Made (or promised) payments to businesses as a result of fraud; and (8) Experienced other consumer harm
2. Average amounts are calculated from consumer affairs consultation information for each year (registration by January 31 the next year).
3. Total expenditures on products and services associated with consumer harm and problems.
4. The above amounts are estimates made through the following procedure: “the probability of occurrence” of consumer harm and problems was obtained from “Basic Survey on Consumer Life,” and then it was multiplied by the average payment per case calculated from consumer affairs consultation information. The estimates also include corrections, such as additions based on the assumption that there are some latent cases experienced by the elderly.
5. The survey on which these estimates are based relies on consumers’ perceptions. It should therefore be noted that the perception of consumer harm and problems varies between respondents and the results may include errors due to such nature of the awareness survey.
Part 1 Chapter 1 Section 6
Trends in the change to the consumer-related situation

Major answer was “ignored” for the suspicious mail, etc. on the Internet.

- 62.6% of people have experienced troubles such as billing fraud and receiving suspicious mail on the Internet.
- Over 70% of the people experienced billing fraud and mail has “ignored”.
- On the other hand, there were consumers who followed the instructions or asked the senders, actions that may lead to troubles.

<table>
<thead>
<tr>
<th>Figure I-1-6-20</th>
<th>The experiences on the use of the Internet and reactions</th>
<th>(%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Received suspicious e-mails that personated celebrities or well-known people</td>
<td>92.1</td>
<td>4.6</td>
</tr>
<tr>
<td>(N=1,012, M.T.=104.7%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Received e-mails about billings for paid video websites, etc. that I think I did not use</td>
<td>87.7</td>
<td>14.1</td>
</tr>
<tr>
<td>(N=1,841, M.T.=112.8%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Screens urging for billings for paid video websites that I think I did not use appeared while browsing the Internet</td>
<td>85.4</td>
<td>15.0</td>
</tr>
<tr>
<td>(N=1,102, M.T.=110.9%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Got contacted by identity thieves or accounts that were taken over (Instructed to purchase prepaid cards, etc.)</td>
<td>78.4</td>
<td>9.2</td>
</tr>
<tr>
<td>(N=584, M.T.=107.4%)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Warning screens with messages “virus detected from your device,” “update required now,” etc. suddenly appeared while browsing the Internet</td>
<td>75.8</td>
<td>20.7</td>
</tr>
<tr>
<td>(N=1,635, M.T.=111.9%)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. Answers to questions about experiences on the Internet: “How did you respond to items to which you answered “Experienced?” Please select all items that apply. If you have more than one experience about each item, please give your reaction to the experience that gave you the strongest impression.” (multiple answers)
3. “Others” and “No answer” are not included.
In 2016, “accidents” took lives of 292 children aged 14 and under. The number of children’s death caused by “accidents (excluding transport accidents and exposure to forces of nature)” has significantly reduced in a long term, and it became less than one tenth in the 35 years from 1980 to 2015.

Figure 1-2-1-1 Top 5 leading causes of death among children in 2016

<table>
<thead>
<tr>
<th>Age</th>
<th>1st</th>
<th>2nd</th>
<th>3rd</th>
<th>4th</th>
<th>5th</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age 0</td>
<td>Congenital malformations, deformations, and chromosomal abnormalities (663, 34.4%)</td>
<td>Respiratory disorders, etc. specific to the perinatal period (282, 14.6%)</td>
<td>Sudden infant death syndrome (109, 5.7%)</td>
<td>Accidents (73, 3.8%)</td>
<td>Haemorrhagic disorders, etc. of fetus and newborn (67, 3.5%)</td>
</tr>
<tr>
<td>Age 1-4</td>
<td>Congenital malformations, deformations, and chromosomal abnormalities (150, 21.7%)</td>
<td>Accidents (85, 12.3%)</td>
<td>Malignant neoplasm (59, 8.6%)</td>
<td>Heart diseases (40, 5.8%)</td>
<td>Pneumonia (35, 5.1%)</td>
</tr>
<tr>
<td>Age 5-9</td>
<td>Malignant neoplasm (84, 21.5%)</td>
<td>Accidents (88, 17.4%)</td>
<td>Congenital malformations, deformations, and chromosomal abnormalities (32, 8.2%)</td>
<td>Pneumonia (19, 4.9%)</td>
<td>Heart diseases (16, 4.1%)</td>
</tr>
<tr>
<td>Age 10-14</td>
<td>Malignant neoplasm (95, 21.6%)</td>
<td>Suicide (71, 16.1%)</td>
<td>Accidents (66, 15.0%)</td>
<td>Congenital malformations, deformations, and chromosomal abnormalities (27, 6.1%)</td>
<td>Heart diseases (19, 4.3%)</td>
</tr>
</tbody>
</table>

2. "Accidents" ("accidents and adverse effects" in and before 1980) includes "transport accidents" and "exposure to forces of nature".
3. "Heart disease" stands for heart disease (excluding hypertensive heart disease), "Respiratory disorders, etc. specific to the perinatal period" stands for respiratory and cardiovascular disorders specific to the perinatal period, and "Haemorrhagic disorders, etc. of fetus and newborn" stands for haemorrhagic and haematological disorders of fetus and newborn.

Figure 1-2-1-2 The changes in the number of children’s death caused by “accidents (excluding transport accidents and exposure to forces of nature)”

2. "Accidents" ("accidents and adverse effects" in and before 1990), excluding "transport accidents" and "exposure to forces of nature" ("natural disaster" in and before 1990).
Approx. 90% of deaths among age 0 is caused by “suffocation,” and nearly half of deaths among ages 1 & over are caused by “drowning.”

- Looking at the breakdown of the causes of children’s death by “accidents (excluding transport accidents and exposure to forces of nature),” approx. 90% of death among those in the “age 0” group are caused by suffocation.
- “Drowning” caused 45.6% of death among children in the “ages 1 to 4” group, 52.9% among “ages 5 to 9” group, and 52.6% among “ages 10 to 14” group, and it accounts for nearly half of death among children ages 1 & over.

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Falls</th>
<th>Drowning</th>
<th>Suffocation</th>
<th>Fires</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age 0 (69)</td>
<td>5.8</td>
<td>45.6</td>
<td>89.9</td>
<td>10.5</td>
<td>4.3</td>
</tr>
<tr>
<td>Age 1-4 (57)</td>
<td>10.5</td>
<td>35.1</td>
<td>45.6</td>
<td>7.0</td>
<td>1.8</td>
</tr>
<tr>
<td>Age 5-9 (34)</td>
<td>8.8</td>
<td>17.6</td>
<td>52.9</td>
<td>14.7</td>
<td>5.9</td>
</tr>
<tr>
<td>Age 10-14 (38)</td>
<td>21.1</td>
<td>15.8</td>
<td>52.6</td>
<td>5.3</td>
<td>5.3</td>
</tr>
<tr>
<td>Age 14 &amp; under (198)</td>
<td>8.6</td>
<td>47.5</td>
<td>34.3</td>
<td>5.6</td>
<td>4.0</td>
</tr>
</tbody>
</table>

2. The summarized data excludes “transport accidents” and “exposure to forces of nature.”
3. “Drowning” stands for “accidental drowning and submersion,” “suffocation” stands for “other accidental threats to breathing,” and “fires” stand for “exposure to smoke, fire and flames.”
4. “Others” include “exposure to inanimate mechanical forces,” “exposure to animate mechanical forces,” “exposure to electric current, radiation and extreme ambient air temperatures and pressure,” “contact with heat and hot substances,” “contact with venomous animals and plants,” “accidental poisoning by and exposure to noxious substances,” “overexertion, travel and privation,” and “accidental exposure to other and unspecified factors.”
5. Percentages may not add up to 100% because of rounding.
1-year-olds are transported in an emergency as a result of daily-life accidents the most.

- Within the Tokyo Fire Department’s jurisdiction, children and elderly people make up the major part of the number of patients transported in an emergency as a result of daily-life accidents per population.
- Most notably, the “age 1” group represents the highest number at 232.5 per 10,000 population.

### Figure I-2-2-2
The number of patients transported in an emergency as a result of daily-life accidents per population (within the Tokyo Fire Department’s jurisdiction)

(Ten thousand people)

<table>
<thead>
<tr>
<th>Age</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>155.4</td>
</tr>
<tr>
<td>1</td>
<td>232.5</td>
</tr>
<tr>
<td>2</td>
<td>190.1</td>
</tr>
<tr>
<td>3</td>
<td>148.9</td>
</tr>
<tr>
<td>4-6</td>
<td>87.2</td>
</tr>
<tr>
<td>7-14</td>
<td>61.5</td>
</tr>
<tr>
<td>15-64</td>
<td>52.3</td>
</tr>
<tr>
<td>65+</td>
<td>220.0</td>
</tr>
</tbody>
</table>

(Notes) 1. Summarized by the Consumer Affairs Agency based on the “Data on emergency patient transport” (2012-2016) held by the Tokyo Fire Department.
2. The number of patients transported in an emergency per population is calculated using the population of Tokyo (exclude Inagi City and islands areas) stated in the population census (2015) published by the Ministry of Internal Affairs and Communications as the average population from 2012 to 2016.
When the number of patients transported in an emergency resulting from daily-life accidents among children is sorted by the type of accident, “trip” and “fall” account for a large percentage in all ages. “Fall” from a bed or person’s hold is the most common cause of accident among those in the “age 0” group (31.2%), and the second common cause is “choking on something,” which accounts for 26.1%.

(Notes) 1. Summarized by the Consumer Affairs Agency based on the “Data on emergency patient transport” (2012-2016) held by Tokyo Fire Department.
2. Numbers in parentheses after each age show the number of patients transported in emergency in the 5 years from 2012 to 2016.
3. Percentages may not add up to 100% because of rounding.
Part 1 Chapter 2 Section 2  Situation of children’s accidents

0-year-olds die from falls while being carried by other persons and from beds, and older children die from falls from buildings.

- Looking at the breakdown for the causes of death related to “fall,” the common causes among those in the “age 0” group are falls while being carried by other persons and falls on the same level from slipping, tripping and stumbling. Falls from beds also accounted for 18.2%.
- More than 60% of accident causes among children aged 3 & over are falls from buildings or structures.

**Figure 1-2-2-9**  The breakdown of causes of death related to “fall” by age

- **Age 0** (33)
  - Fall from, out of or through building or structure: 9.1%
  - Fall on same level from slipping, tripping and stumbling: 27.3%
  - Fall while being carried or supported by other persons: 39.4%
  - Fall on and from stairs and steps: 3.0%
  - Fall involving chair: 3.0%
  - Fall involving bed: 3.2%
  - Others: 9.2%

- **Age 1** (30)
  - Fall from, out of or through building or structure: 46.7%
  - Fall on same level from slipping, tripping and stumbling: 16.7%
  - Fall while being carried or supported by other persons: 6.7%
  - Fall on and from stairs and steps: 13.3%
  - Fall involving chair: 13.3%
  - Fall involving bed: 9.1%
  - Others: 4.5%

- **Age 2** (22)
  - Fall from, out of or through building or structure: 50.0%
  - Fall on same level from slipping, tripping and stumbling: 31.8%
  - Fall while being carried or supported by other persons: 15.8%
  - Fall on and from stairs and steps: 4.5%
  - Fall involving chair: 4.5%
  - Fall involving bed: 4.5%
  - Others: 4.5%

- **Age 3** (39)
  - Fall from, out of or through building or structure: 79.5%
  - Fall on same level from slipping, tripping and stumbling: 1.6%
  - Fall while being carried or supported by other persons: 10.3%
  - Fall on and from stairs and steps: 10.3%
  - Fall involving chair: 1.6%
  - Fall involving bed: 3.3%
  - Others: 1.6%

- **Age 4-6** (61)
  - Fall from, out of or through building or structure: 65.6%
  - Fall on same level from slipping, tripping and stumbling: 6.6%
  - Fall while being carried or supported by other persons: 6.6%
  - Fall on and from stairs and steps: 16.4%
  - Fall involving chair: 1.7%
  - Fall involving bed: 1.7%
  - Others: 1.7%

- **Age 7-14** (117)
  - Fall from, out of or through building or structure: 70.9%
  - Fall on same level from slipping, tripping and stumbling: 5.1%
  - Fall while being carried or supported by other persons: 20.5%
  - Fall on and from stairs and steps: 3.3%
  - Fall involving chair: 3.3%
  - Fall involving bed: 3.3%
  - Others: 3.3%

2. Numbers in parentheses after each age show the number of deaths in the 10 years from 2007 to 2016.
3. “Others” include “other fall from one level to another;” “fall involving ice-skates, skis, roller-skates or skateboards;” “fall from cliff;” “diving or jumping into water causing injury other than drowning or submersion;” “fall involving playground equipment;” “other fall on same level due to collision with, or pushing by, another person;” and “fall involving other furniture.”
4. The data was re-summarized based on the survey information obtained from the Vital Statistics held by the Ministry of Health, Labour and Welfare, Japan, and it may not match the published numbers.
5. Percentages may not add up to 100% because of rounding.
Many drowning accidents happen in bathtubs.

- According to the data on emergency patient transport, more than 90% of “drowning” accidents happen in “bathtubs” among each age group from ages 0 to 2.
- Among children ages 3 & over, the number of accidents at “rivers” increase compared to that of children ages 0 to 2. The number of accidents at “rivers” accounts for 37.9% among the “ages 7 to 14”.

### Figure I-2-2-11 The objects related to “drowning” by age

<table>
<thead>
<tr>
<th>Age</th>
<th>Bathtub</th>
<th>Inflatable pool</th>
<th>Pool</th>
<th>River</th>
<th>Others</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 (56)</td>
<td>98.2</td>
<td>-</td>
<td>-</td>
<td>0.8</td>
<td>1.8</td>
</tr>
<tr>
<td>1 (67)</td>
<td>98.5</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>1.5</td>
</tr>
<tr>
<td>2 (25)</td>
<td>92.0</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>4.0</td>
</tr>
<tr>
<td>3 (15)</td>
<td>53.3</td>
<td>6.7</td>
<td>6.7</td>
<td>6.7</td>
<td>26.7</td>
</tr>
<tr>
<td>4-6 (14)</td>
<td>57.1</td>
<td>7.1</td>
<td>14.3</td>
<td>7.1</td>
<td>14.3</td>
</tr>
<tr>
<td>7-14 (29)</td>
<td>27.6</td>
<td>6.9</td>
<td>37.9</td>
<td>27.6</td>
<td>-</td>
</tr>
</tbody>
</table>

(Note) 1. Summarized by the Consumer Affairs Agency based on the “Data on emergency patient transport” (2012-2016) held by Tokyo Fire Department.
2. Numbers in parentheses after each age show the number of patients transported in emergency in the 5 years from 2012 to 2016.
3. Percentages may not add up to 100% because of rounding.
Awareness campaigns on how children’s accidents happen

Part 1 Chapter 2 Section 2   Situation of children’s accidents

Falling from the edge of a bed by rolling over.

Injured the head or the body by falling from the bed.

(Note) Photo credit : National Consumer Affairs Center of Japan
The booklet provides information about the most common unforeseen accidents among pre-school children, the prevention of those accidents, and tips for dealing with the situation in case of an accident.

It is available for download on the Consumer Affairs Agency’s website.
Among the people surveyed, recognition of the obligation to use a child safety seat is 90%.
• People who have children have a higher recognition in all categories compared to the total.
• There are large gaps in recognition between people who have children compared to the total with regard to the fact that people must not let children aged 1 year and younger eat honey, and about the device called an accidental ingestion checker. On the other hand, more than 10 percent of people who have children said they didn’t even know about the former, and approx. 60 percent of them didn’t know about the latter.

Figure 1-2-3-1 The knowledge about the prevention of children’s accidents

1.4 7.5 11.7 5.9 16.1 8.6 22.7 10.9 31.3 12.7 35.0 30.2 47.9 39.2 59.9

(Notes) 1. Consumer Affairs Agency, “Basic Survey on Consumer Life.” (FY2017). The names of each item from the survey have been abbreviated.
2. Answers to the question, “Do you know about the following with regard to the prevention of children’s accidents in daily life? Please select one option for each item.”
3. “People with children” indicate people whose youngest cohabiting person is age 14 or under, and who live with their children and not with their grandchildren.
Attitude / behavior related to the prevention of children’s accidents

Compared to fathers, mothers have more information from nursery schools, kindergartens, schools, and public administration with regard to the prevention of children’s accidents.

- We asked parents of children aged 0 to 6 years about information sources related to the prevention of children’s accidents. In total, a high percentage of answers stated “media such as newspapers, TV, etc.”
- Fathers have less opportunities to receive information from nursery schools, kindergartens, schools, and public administration, compared to mothers.
- In total, mothers have higher recognition related to the prevention of children’s accidents, compared to fathers.

【According to the survey results in Tokushima prefecture】

![Figure I-2-3-8](image)
The mechanism for airway obstruction has been revealed by the survey on accidents of infants.

- The Consumer Safety Investigation Commission of Consumer Affairs Agency, Government of Japan, conducted a scientific and objective survey focused on children’s physical features and behavioral characteristics.
- Examples of findings from the survey
  “Accidents of airway obstruction by choking on toys in infants” (The report released in November 2017)
  - Infants have physical features such as a size of pharynx, etc. which is smaller than the maximum opening size of mouth.
  - With toys where it seems unlikely that suffocation would occur owing to its size or shape, choking might occur if the toy is mixed with sticky liquid like saliva, etc.

**Figure II-1-2-6** Education materials (videos and models)

- (a) Title of the video
- (b) The size of infant’s mouth and throat (Frame from educational video)
- (c) Model head
- (d) Parts representing the mouth, throat, and voice box
Part 1 Chapter 2 Section 4
Efforts for the prevention of children’s accidents

Strengthen regulations in the Consumer Product Safety Act.

- Following the occurrence of children’s accidents, more restricted items have been added and the operation has been revised on the basis of the Consumer Product Safety Act.

Example
- Following the frequent accidents involving children playing with fire using disposal lighters, lighters were added to the restricted item list in 2010. (Full enforcement in September 2011)
- Following falling accidents in baby beds that occurred when the baby turned over or grasped the fence to stand, etc., safety standards operation has been revised and precautions for use have been added which state that labelling is obligatory (Implemented in April 2014).
- It has been indicated to the effect that it is dangerous not to put the front gate back up after use, and an approximate time babies can pull to stand (around 5 months old & over) has been stated.
- Images have been attached in order to make the users understand easily. etc.

<table>
<thead>
<tr>
<th>Mark</th>
<th>Applicable products</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSC Mark</td>
<td>Baby beds</td>
<td>This obligatory mark is given to products in accordance with the Consumer Product Safety Act regulations. Applicable products cannot be sold unless they have a PSC Mark, which signifies conformance with safety standards set by the Japanese government. It requires self-verification by manufacturers or importers to determine conformance to national safety standards. Special Specified Products require additional third-party inspection.</td>
</tr>
<tr>
<td></td>
<td>Portable laser application devices</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hot water circulators for baths</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Lighters</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Climbing ropes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Autoclaves and pressure cookers for household use</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Riding helmets</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Oil water heaters</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Oil bath boilers</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Oil heaters</td>
<td></td>
</tr>
</tbody>
</table>

Figure I-2-4-9 Mark labelling showing safety-conscious products

Figure I-2-4-3 The precautions for using baby beds (figure / examples)
Secure product safety by the establishment of JIS standards, etc.

- By having the business operators manufacture products conforming to the standards that stipulate the product quality, performance and safety, etc., consumers can purchase products with a certain level of safety.
- Among the voluntary standards, the JIS is the national standards enacted on the basis of the Industrial Standardization Act.
- Following children’s accidents, the new JIS standards have been established.
  
  Example (The drawstrings of children’s clothing)
  Since there were many near incidents in which the drawstrings of children’s clothing got entangled on items such as playground equipment, etc., JISL4129 was established in December 2015.
Efforts of the business associations such as the establishment of own voluntary standards and mark labelling.

- The business associations, etc. have their own voluntary standards related to product safety. Business operators can indicate with a mark which products conform to the standards.
- Efforts are also being made to widely convey children safety-conscious products to society and to have consumers choose those safe products.

Example The “Kids Design Award” by Kids Design Association (NPO)

### Figure I-2-4-9 Mark labelling showing safety-conscious products

<table>
<thead>
<tr>
<th>Mark</th>
<th>Applicable products</th>
<th>Overview</th>
</tr>
</thead>
<tbody>
<tr>
<td>S-mark</td>
<td>Products applicable under the Electrical Appliances and Material Safety Act (Act No. 234, 1961) and other electrical and electronic products</td>
<td>Through the private-sector third-party certification system (the S-mark certification scheme) that supplements the Electrical Appliances and Material Safety Act, this mark is displayed on products that conform to S-mark certification standards. S-mark certification bodies inspect the conformance of products subject to Electrical Appliances and Material Safety Act regulations to the Act’s Technical Standards, and of products outside the regulations of the Act to standards (e.g.: the JIS) decided upon or approved by S-mark certification bodies. The Steering Council of Safety Certification for Electrical and Electronic Appliances and Parts of Japan (SCEA) makes recommendations to S-mark certification bodies regarding fair and equal operations and promulgation, etc.</td>
</tr>
<tr>
<td>ST Mark</td>
<td>Toys for children age 14 and under (some products not applicable)</td>
<td>This mark indicates that a product conforms to the Toy Safety Standard (ST Standard) established by the Japan Toy Association. It is displayed on products that have passed an ST Standard conformance inspection by third-party inspection bodies. Moreover, toys with an ST mark show the appropriate ages for a product. In order to prepare for accidents caused by a defect of toys bearing ST Mark, ST Mark licensees are obliged to join liability mutual aid project run by the association.</td>
</tr>
<tr>
<td>Kids Design Mark</td>
<td>Unlimited</td>
<td>This mark is for designs whose use has been approved by winning the Kids Design Award organized by the Kids Design Association.</td>
</tr>
</tbody>
</table>
Recall information has been consolidated and released to the public.

- In the Consumer Affairs Agency’s “Recall Information Site”, useful information for consumers was collected from the recall information reported by the administrative body of various government ministries and local agencies and voluntary recall information of business operators, and it was consolidated and released to the public.
- Activities to recall products using the “Recall Information Site” are being carried out.
  
  Example [A collecting project for recalled baby products (Consumer Administration net Chiba)]
  
  Bulletin boards and lists of recall products were installed in places where children and parents gather.
  There were cases where a survey was carried out asking whether there are recall products at home and it led to start recall procedures.

(Received METI Best Contributors to Product Safety Award in 2017)

- A special feature has been made to introduce children products.
- In the email service for “Recall Information for children,” information on items for children and missing indications related to allergic substances in food were collected from the newly registered information on the Recall Information Site and were distributed.
From FY2016, the government established the “the Liaison Conference of the Relevant Ministries and Agencies on the prevention of children’s accidents” to share current implementation statuses and to promote collaboration among relevant ministries and agencies.

Particularly, as a way to strengthen cooperation on the public relations, the “Child Accident Prevention Week” was established in FY2017. Promotion was implemented intensively with a common theme.

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**Figure 1-2-4-15 Promoting a comprehensive approach**

<table>
<thead>
<tr>
<th>Spreading knowledge and awareness to children and their guardians</th>
<th>Guidelines, etc. related to accident prevention at facilities, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Providing information to guardians, etc. via websites, email, and SNS</td>
<td>- Guidelines for Prevention of Accidents at Educational and Childcare Facilities and Response at the Time of Accidents (Cabinet Office; Ministry of Education, Culture, Sports, Science and Technology)</td>
</tr>
</tbody>
</table>
| - Child Injury Prevention! Twitter (Consumer Affairs Agency)  
- Healthy Parents and Children 21 (Ministry of Health, Labour and Welfare)  
- This is the Product Safety Information Office (Ministry of Economy, Trade and Industry) etc. | - Guidelines on Responding to School Accidents (Ministry of Education, Culture, Sports, Science and Technology) |
| (2) Creation and dissemination of materials to spread awareness with regard to accident prevention | - Guidelines Regarding Safety Requirements for Playground Equipment at Urban Parks (Ministry of Land, Infrastructure, Transport and Tourism) |
| Consumer Affairs Agency; Fire and Disaster Management Agency; Ministry of Economy, Trade and Industry; etc. | - Guidelines for Safe Use of Play Facilities on the Premises of Commercial Facilities (Ministry of Land, Infrastructure, Transport and Tourism) |
| (3) Classes, etc. | - Pool Safety Standards Guidelines (Ministry of Land, Infrastructure, Transport and Tourism) |
| - Product Safety Education for Children (Ministry of Economy, Trade and Industry)  
- Water Safety Classes (Japan Coast Guard) | - Guidelines on Responding to School Accidents (Ministry of Education, Culture, Sports, Science and Technology) |

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**Figure 1-2-4-17 “Child Accident Prevention Week” poster**

“In May 2018, relevant ministries and agencies collaborated to conduct intensive PR with a theme of "Water accidents" and "Accidents involving bicycles with a child seat".”
Part 1 Chapter 2 Section 4
Efforts for the prevention of children’s accidents

Proactive information transmission by the Consumer Affairs Agency.

- The information for raising awareness for the prevention of consumer accidents and information on recalls are provided via the Consumer Affairs Agency website and the press release and also distributed in line with the official Twitter and Facebook of the Consumer Affairs Agency.
- “Consumer Affairs Agency, Child Injury Prevention! Twitter” started in April 2017. Also, the Prime Minister’s official LINE is used according to the content of raising awareness.
- Raising awareness by international joint campaigns as well as providing information is carried out.

Figure II-1-2-1 The methods for raising awareness and providing information

Figure II-1-2-2 Promptly provide information that attracts great interest

Figure II-1-6-10 Raising awareness for preventing furniture tipping

Be careful about your furniture or TV tipping!
Thank you have been fatal accidents where children have been caught under them.
(Released: November 10, 2017)
Implemented as part of the OECD global joint awareness campaign.
(Source) United States Consumer Product Safety Commission
Requirements for all relevant parties for the prevention of children’s accidents.

(For the national and local administrative bodies)
- Regulations through laws, etc. and measures to business operators, etc.
- Collecting information on accidents, enhancement and reinforcement of the survey of the cause
- Timely provision of information to people involved in raising their children
  - Provide information according to the children’s age in month or age, using information technology
  - Raise awareness for not only mothers but also fathers, grandparents and local people

[For the business operators / business associations]
- Establishment of voluntary standards through the business operators and the business associations aiming to secure safety
- Development and provision of safer products / services

* The first principle in the “Charter of Corporate Behavior,” Japan Business Federation
  “Develop and provide socially beneficial and safe products and services through innovation, and strive for sustainable economic growth and resolution of social issues”

[For adults around children]
- Acquire the correct knowledge and take action toward the prevention of children’s accidents
  - Potential accidents by age (years, months)
  - Appropriate actions to prevent accidents
  - First aid and consultation method after the accident, etc.

[A wide range of collaboration]
- The collaboration of a wide range of related parties, such as the local community, etc. is necessary to prevent accidents.
- Gaining cooperation from medical professionals, experts, private organizations and others is also expected.

*Figure 1-2-1-7 The flow of efforts for the prevention of accidents*
Comprehensive efforts to prevent accidents in community and society.

◆ Efforts to make a safe city throughout the whole community
  <Kameoka City, Kyoto prefecture>
  - Attained international certifications related to making a safe city and school, “Safe Community (SC)” and “International Safe School (ISS)”.
  - 9 nursery schools in the city collaborated with the community (city, residents’ association, and local citizens, etc.) making effort to keep their children safe.
  - By having nurses, etc. register child injuries to the City’s unique electronic registration system, the “Child injury prevention system,” nursery teachers, etc. can easily grasp the tendencies of the injuries.
  - Programs such as “Improving the environment” of commuting roads, etc. and “Safety and secure education” for guardians and children are implemented.
  - As a result of these efforts, child injuries from falls tend to decrease. Also, there was an improvement in safety awareness of the children themselves as a result.

◆ Comprehensive approach from verification to implementation of measures
  <The Tokyo Metropolitan Comprehensive Consumer Center>
  - Every year, consumers, business operators, academics and experts, etc. investigate the safety of selected products and services as the theme, and make proposals, compile awareness raisings to consumers, etc.
  - The latest themes for children’s accidents are: “handrails to prevent falls from balconies” (FY2017) “toothbrushes” (FY2016), and “button batteries, etc.” (FY2015).
  - For example, with regard to button batteries, etc., after the proposal the establishment of voluntary guidelines by business associations, the introduction of the package for preventing accidental ingestion, the revision of JIS JIS standards and more, were carried out.
Towards ensuring “safe and secure living” for every consumer.

- Based on the “Schedule of the Basic Plan for Consumers,” the Consumer Affairs Agency settled the “Measures for Safe & Secure Consumer Living 2017.”
- Towards the realization of a society where “no one will be left behind,” we will
  1. Promote to strengthen local consumer administration while dealing with policy issues,
  2. Strengthen functions concerning property damage measures and safety and security of life and body, and
  3. Respond to various forms of consumption, etc.

Figure II-1-1-2  The Measures for Safe & Secure Consumer Living 2017

1. Strengthen local consumer administrations that respond to policy issues

1) Improve and enhance local consumer administrations who collaborate and cooperate with local communities
   - Strengthening regional systems in which high-quality consultations and relief can be accessed nearby
   - Improving and enhancing local consumer administrations that respond to the entire government’s policy issues
     - Responding to issues (ethical consumption, reduction of food loss, etc.) related to SDGs (Sustainable Development Goals)
     - Lowering the age of majority, implementing tax rate reductions, support for foreign nationals traveling in Japan, etc.

2) Promote Frontier projects
   - Implementing model projects, such as the promotion of consumer education
   - Creating consumer administrations with the goal towards a bountiful future
   - Implementing analysis, research, and demonstrative experiments related to consumer issues
     - Demonstrative experiments related the sharing economy
     - Surveys and research based on characteristics differing between generations, etc.

2. Strengthen functions concerning property damage measures, and safety and security of life and body

1) Strengthen functions for property damage prevention and relief, etc.
   - Strengthening the law enforcement system
   - Forming and promoting the activities of Qualified Consumer Organizations and Specified Qualified Consumer Organizations
   - Strengthening support for problems through the use of Big Data
   - Improving the effectiveness of the whistleblower protection system
   - Considering the revision of the Consumer Contract Act

2) Strengthen accident response for safety and security of life and body
   - Developing human resources in order to improve the ability to investigate accidents
   - Promulgating accident information relating to accident prevention
   - Improving the quality of the investigation of accidents through studies on backgrounds and causes of life or health-related accidents, etc.
   - Enhancing risk communication and the distribution of information in relation to food safety

3. Deal with various types of consumption

1) Deal with various types of consumption, etc.
   - Ensuring consumption safety to foreign visitors to Japan and foreigners living in Japan
   - Strengthening support for problems associated with the increase of cross-border trade
   - Promulgating and raising public awareness about the new system for labelling of the countries of origin of ingredients in processed foods
   - Strengthening the operations of the Food with Functional Claims system

2) Reform work style, business operations
   - Establishing an efficient and effective system for the execution of operations through promoting work style reform
   - Establishing a system that promotes EBPM (Evidence-Based Policy Making)
   - Establishing an information system that contributes to the strengthening of security, reviewing of work styles, etc.
People who hesitate to purchase food products produced in Fukushima prefecture were at a minimum ever.

- People who hesitate to purchase food products produced in Fukushima prefecture owing to radioactive materials, were at its lowest of 12.7%. On a downward trend after the 4th survey (August 2014).
  
  [The 11th Consumer Awareness Survey on the Negative Impact of Unfounded Rumors]

- With regard to the reason for purchasing food products produced in Fukushima prefecture, “I want to support Fukushima prefecture and its producers.” was the most common answer accounted for 40.9% (7.4% of total respondents) for the reason.

  [Online Survey on the Awareness Related to Safety with the Theme of Radioactive Materials]

**The reasons for purchasing food products produced in Fukushima prefecture**

1. It tastes good 38.3%
2. I have been purchasing them for a long time 23.9%
3. It is cheap 19.0%
4. I often see them 17.0%
5. I want to support Fukushima prefecture and the producers there 40.9%
6. They try to produce food that does not exceed standard limits 17.7%
7. Radioactive materials are inspected 22.3%
8. Products that exceed standard limits are banned from being shipped 20.6%
9. I do not care about radioactive substances 5.7%
10. I understand that it is safe 27.3%
11. I do not care about places of production 16.2%
12. No special reasons 8.3%

1,276 respondents (18.1% of total respondents)

2. Answers to the question: “To those who buy food that is produced in Fukushima prefecture: Why do you buy food produced in Fukushima prefecture? Please select options that apply to you.” (multiple answers are accepted)
Part 2 Chapter 1 Section 3
Enhancement of labelling and ensuring of trust

New system for labelling of the countries of origin of ingredients in processed foods.

- In September 2017, the new system for labelling of the countries of origin of ingredients in processed foods was introduced.
- New system features:
  1. For every processed food, label the origin of the ingredient that has the highest percentage of weight
  2. When certain conditions are met, “Or’ Labelling” and “All inclusive Labelling” are allowed
  3. “Production country labelling” is the base for the semi-processed ingredients
- Establish a transitional period allowing labelling based on the old system (until March 31st, 2022).
- Conduct promotions for consumers and business operators through brochures, national briefing meetings, and government PR, etc. about the new system.

Figure II-1-3-5
The overview of the new system for labelling of the countries of origin of ingredients in processed foods
Part 2 Chapter 1 Section 4
Actualization of proper transactions

Enforcement of the revised Act on Specified Commercial Transactions and strict and appropriate law enforcement.

(1) Enforcement of the revised Act on specified Commercial Transactions
- Act to partially amend the Act on specified Commercial Transactions (December 1, 2017).
- Content of the revised Act and its enforcement Ordinance for the Act:
  ① Strengthening the responses to dishonest businesses.
  ② Add a fixed amount of beauty treatment contracts to specified continuous service offers.
  Consumers can cancel contracts within a cooling-off period.

(2) Strict and appropriate enforcement of the Act on specified Commercial Transactions and the Act on the Deposit. Transaction Agreements of Specified Commodities, etc.
- Specifically focus on administrative dispositions against serious cases that may spread nationwide and cause significant consumer damage.
  The number of administrative dispositions by the national government in FY2017: 34 (32 actions in FY2016).
  The number of administrative dispositions against businesses with 1 billion yen sales was 15, which remain at high level from the 21 cases in FY2016, the highest number after the Consumer Affairs Agency was established.

Figure II–1–4–1 The revised Act on Specified Commercial Transactions and the Enforcement Ordinance for the Act

1. Responses to dishonest businesses
- Actions against business operators that start corporations one after another and conduct fraudulent sales
- Punishment by the Consumer Affairs Agency

2. Responses to violative businesses whose address is unknown
- When addresses of violative businesses are unknown, written punishments can be deemed to have been issued to the businesses and punishment can be exercised by posting statements to issue written punishments for a certain period

3. Responses to excess amount sales
- Introduce the restriction of excess amount sales through telemarketing sales (Expanding door-to-door sales rules)
  - Sales contracts, etc. (telemarketing sales) for products that do not significantly increase the amount necessary for ordinary use to daily lives will be subject to administrative actions (instructions, etc.), and orders can be withdrawn or canceled.
  "Consumers can cancel contracts within a 8 days cooling-off period"

4. Add beauty treatment contracts to regulation targets
- Add some beauty treatment contracts to the provision of Specified Continuous Service Offers
  "Businesses that provide beauty treatments are obligated to issue written contracts."

5. Others
- Expand the targets of regulations for door-to-door sales, mail order sales and telemarketing sales (reviewing designated rights systems)
- Introduce regulations on facsimile advertisement in mail order sales (Expanding regulations on e-mail advertisement)
  - "Introduce regulations on facsimile advertisement in mail order sales"
  - "Prohibit the provision of facsimile advertisement to consumers who did not request facsimile advertisement (opt-in regulation)"
  - "Extend the period for exercising rights to cancel need not exceed 1 year, etc."
Part 2 Chapter 1 Section 5
Formation of a society in which consumers can make a choice and take action by themselves

78 business operators released “Voluntary Declaration of Consumer Orientation.”

- In order to widely promote consumer-oriented management, a “consumer-oriented management promotion organization (platform)” that consists of business associations, consumer groups and administrative bodies such as the Consumer Affairs Agency was established in October 2016.
- Conduct nationwide promotions such as “voluntary declaration of consumer-orientation and follow-up activities”. At the end of March 2018, 78 business operators have released a voluntary declaration.

### Figure II-1-5-7
The voluntary declaration of consumer orientation and follow-up activities

#### Business operators
- **Declaration**
  - Voluntarily declare and publicly announce the efforts that each business will make (Philosophy, policy and if possible, detailed track of record and plan)
- **Action**
  - Take action based on the content in the declaration and announcement
- **Results**
  - Publicly announce the result and detailed contents of actions taken

#### Promotion organization (platform)
- **Visualization**
  - Spread the announced content around to consumers and society (e.g. promotion organization’s website)
  - Make activities well known through symposiums, seminars, etc.
  - Publicly announce and award best practices (since FY2018)

#### Award for best practices in the consumer-oriented management
- Start in FY2018
- Targets are initiatives by businesses that publicly released the voluntary declaration of consumer orientation and the results of follow-ups
- Award the Minister of State for Consumer Affairs and Food Safety Commendation, etc.

### Figure II-1-5-8
The examples of the voluntary declaration of consumer orientation

#### Specific actions for consumers taken by businesses
- **a) Enhance information provision to consumers / two-way information exchange**
  - Create websites and documents that are easy-to-understand for consumers
  - Provide enough information on concluding contracts and check consumers’ intentions appropriately
  - Enhance and optimize the provision of product information and quality information (including packages, containers and advertisement)
  - Provide easy-to-understand information for elderly people and persons with disabilities
  - Cooperate with consumer groups and local governments to exchange and provide information
  - Conduct meetings with consumers and questionnaire surveys for consumers to collect consumer opinions
  - Hold food education events (including cooking classes and nature experience) and factory tours
- **b) Improvement and development based on the needs of consumers/society**
  - Keep ahead of consumers’ needs to develop products and services
  - Conduct activities and develop products, etc. that lead to reducing the environmental load and lead to living in harmony with nature
  - Conduct activities and develop products that lead to promotion of health and longer healthy life expectancy
  - Develop products from the perspective of elderly people and persons with disabilities (including the Universal Design)
  - Conduct activities that lead to development of the next generation and child-raising support
  - Aim at sharing values with consumers on the basis of the CSV (Creating Shared Value) concept
  - Contribute to the actualization of healthy (or safe) and rich society and lives through businesses
  - Try to create new values on the basis of the needs of the society

#### Development and enhance organizational structure of businesses
- **a) Commitment of the top management**
  - Provide consumer-oriented management policies internally and externally
  - Make corporate philosophies widely known to employees and have them understand
  - Build systems for reporting risk information to the top management
- **b) Ensure corporate governance**
  - Share consumers’ opinions with the board of directors for improvement
  - Hold meetings with external experts for development and improvement
  - Develop internal control systems and implement through compliance with laws and regulations
  - Respond in accordance with international standards such as ISO10002
- **c) Constructive activities by employees**
  - Nurture corporate climates and employee awareness
  - Share consumers’ opinions including appreciations and commendations within the business
  - Share cases of improvement and successful experience with different departments within the business
  - Conduct training on corporate philosophies and compliance
  - Conduct training on consumer support, such as hands-on experience of working at a consumer support office
  - Promote employees to obtain qualifications (consumer affairs advisors, etc.)
- **d) Organic cooperation between business-related departments and departments related to quality assurance, consumer/customer response and compliance**
  - Establish committees that consist of executive entities and relevant departments that promote improvement on the basis of consumers’ opinions
  - Relevant departments will respond to troubles in cooperation
  - Formulate services in advance for responding to troubles
  - Enhance quality assurance systems and prevent troubles in advance or their recurrence

These are classified by the Consumer Affairs Agency on the basis of the voluntary declaration of consumer orientation made by each business, and may not always be the same as the classification of each business.
Promote the establishment of the point of contact for whistleblowers in municipalities and in businesses.

- Some results were obtained after the Whistleblower Protection Act was enforced in April 2006, but the point of contact for whistleblowers in small municipalities and in small and medium-sized enterprises was not arranged sufficient.
- As an advanced initiative (model project) through the “new future creation project,” the Consumer Affairs Agency promoted the establishment of the point of contact for whistleblowers by cooperating with Tokushima prefecture and municipalities in the prefecture.
- The point of contact for whistleblowers have been 100% established in all the municipalities in Tokushima prefecture by October 2017.

![Diagram showing the situation regarding the establishment of the point of contact for whistleblowers in municipal, town, and village offices](image)

(Note 1) The point of contact to receive reporting and consultations about illegal acts and so on in administrative bodies from the internal personnel and others.

(Note 2) The point of contact to receive reporting and consultations about illegal acts and so on in businesses from external workers and others.


(Note 4) The figures in the graphs show the share of local municipalities in prefectures that answered the survey and have the point of contact for whistleblowers (as of the end of March 2017).
Establishment of frameworks for consumer relief system and protecting their interests

A system that National Consumer Affairs Center of Japan (NCAC) supports the Specified Qualified Consumer Organizations was established.

- The Consumer Organization Litigation System came into effect in 2007. The number of the injunction cases filed by the Specified Qualified Consumer Organizations is 53 (as of April 1, 2018).
- In the Act on Special Measures Concerning Civil Court Proceedings for the Collective Redress for Property Damage Incurred by Consumers (came into effect in October 2016), a Specified Qualified Consumer Organization (see Note) will act as the plaintiff to proceed with the two-stage litigation system.
- In order to achieve an even more effective system, in October 2017, it became possible for the National Consumer Affairs Center of Japan (NCAC) to set collateral for the provisional seizure on behalf of the Specified Qualified Consumer Organization.

(Note) Specified Qualified Consumer Organizations are qualified consumer organizations (17 organizations as of April 1st, 2018) certified by the Prime Minister as those capable of the proper performance on court proceedings for consumer damage recovery.

- Revised bills were reviewed with Consideration for the supplementary resolution by the special committees of the House of Representatives and House of Councillors in the 2016 revision, and the Consumer Commission Report (August 2017).
- A bill for partially revising the Consumer Contract Act was decided on by the Cabinet and submitted to the Diet (March 2, 2018).
- Details of the bill
  - Add cancelable, unjust solicitous acts such as a “fear representation” that unfairly uses inexperience in social life
  - Add voidable, unjust contract clauses such as resolutive clauses for “canceling contracts when a consumer becomes an adult ward”, etc.

### History

**Add cancelable, unjust solicitation acts, etc.**

1. **Unfairly use inexperience in social life**
   - (1) Fear representation
     - Example: Knowing of the anxiety of job-seeking students, solicit them by saying, “You will never succeed at this rate. You need this seminar for job seekers.”
   - (2) Abuse personal relationships by taking advantage of romantic feelings
     - Example: Knowing of the romantic feelings from the consumers, solicit them by saying, “If you do not make a contract, I will discontinue our relationship.”
2. **Unfairly use the reduced ability to judge due to age, etc.**
   - Example: Knowing of the anxiety of consumers whose ability to judge has been significantly reduced owing to dementia, solicit them by saying, “If you do not buy and eat this food, you cannot maintain your current health.”

**Add voidable, unjust contract clauses, etc.**

1. **Resolutive clauses by using guardianship by consumers as an excuse**
   - Example: “If a lessee (consumer) becomes an adult ward, a lessor (business operator) can immediately cancel the contract.”
2. **Clauses where business operators decide their responsibilities by themselves**
   - Example: “We shall be liable for the damage only if we admit that there was negligence.”

**Clearly indicate business operator’s obligation to make efforts**

1. **Create clauses:** Take care so that clauses will be clear and plain so uncertainty does not occur during interpretation
2. **Provide information:** After considering knowledge and experience of each consumer, provide necessary information

(Note) Items with * were added owing to the revision by the House of Representatives in May 2018.
Part 2 Chapter 1 Section 6
Establishment of frameworks for consumer relief system and protecting their interests

Promotion of Sustainable Development Goals (SDGs).

- Sustainable Development Goals (SDGs) were adopted by the United Nations in September 2015 with the purpose of realizing a society where “no one will be left behind.” These universal goals are described to be achieved by 2030.
- The Consumer Affairs Agency is involved in the following as priority issues:
  - Promotion of raising public awareness on ethical consumption
  - Development of a Watch-over Network for preventing harm to consumers such as elderly people, persons with disabilities and other problems
  - Expansion of the national campaign to reduce food loss “NO-FOODLOSS PROJECT”
  - Development of the “Project for Child Injury Prevention”
  - Consumer-oriented management.

![Sustainable Development Goals (Source: United Nations Information Centre)](image)

![SDGs Japan logo mark](image)

![Situations, etc. regarding food waste generation, etc. (conceptual diagram)](image)

Source: Ministry of Agriculture, Forestry and Fisheries and Ministry of the Environment "FY2015 Estimation"
Establishment of the consumer administration systems of the national and local governments

It is necessary to further strengthen local consumer administration, so that consumers will be able to receive high-quality consultation and relief services as well as to ensure their safety and remove their anxiety anywhere they live.

“A grant to strengthen local consumer administration” was introduced in FY2018. It supports important consumer policies that need to be taken care of as a country, along with the establishment of the conventional consumer affairs consultation system.

Summary

- In order to promote important consumer policies that need to be taken care of as a country, support local governments which work on the policies actively.
- Maintaining and enriching the functionalities of local consumer affairs centers so that they can provide accurate information regarding system changes, etc. through national policies to consumers.
- Keep supporting system establishment for consumers to be able to receive high quality consultations and relief anywhere they live.

Local consumer administration strengthening project (subsidy rate: 1/2)

- Important consumer policies that need to be taken care of as a country
  - Response to SDGs
  - Promotion of consumer education to young people
  - Establishing the point of contact for consultation for visitors and foreigners living in Japan
  - Strengthening law enforcement on the local governments
  - Activities for prevention of the negative impact of unfounded rumors, etc.

- Response to national policy promotion, etc.
  - Measures against gambling addiction, etc.
  - The issue of involuntary participation in pornographic videos
  - Lowering the age of majority
  - Implementing reduction of tax rates, etc.

Local consumer administration promotion project (former local consumer administration promotion grants) (subsidy rate: fixed amount *)

- Continue support regarding projects establishing consumer affairs consultation systems which were conducted using “local consumer administration promotion grants”, etc. by FY2017, etc.
- In four disaster-hit prefectures and Kumamoto prefecture, as an exception, support the startup of new projects in FY2018.

* The payment limit amount for grants every fiscal year is up to one-half (four disaster-hit prefectures and Kumamoto are up to two-thirds) of total amount of the consumer administration budget for each prefecture (including municipalities within the jurisdiction).

Figure II-1-7-2  The grant to strengthen local consumer administration
Establishment of the consumer administration systems of the national and local governments

More use and popularization of the consumer hotline “188 (I-ya-ya)” to young people.

- The consumer hotline “188 (I-ya-ya),” a common number known nationwide, will connect consumers to the point of contact for consumer affairs consultation nearby.
- In the survey in FY 2017, people knowing the name, phone number and the detail of the consumer hotline was 4.3%, recognition is around 6 to 7% for people aged 60 years & over, and about 2 to 3% for people in their late 10s to 40s. In particular, it is necessary to raise awareness among the youth.
- We will promote popularization to the youth using “First Step to society” (Created in March 2017), a consumer educational material for high school students, etc.

- As shown in the figure below, investigation, research, and model projects focused on new frontiers have been carried out intensively.
Part 2 Chapter 2 focuses on the results of policies implemented in FY2017, including those carried out by related ministries

Section 1 Ensuring of the safety of consumers
1. Working towards accident prevention
2. Information collection of consumer accidents & preventing their occurrence/spread
3. Accurate and quick cause investigations of accidents & preventing reoccurrence
4. Ensuring food safety

Section 2 Enhancement of labelling and ensuring of trust
1. Raising public awareness about the Act against Unjustifiable Premiums and Misleading Representations, and its strict enforcement
2. Familiarizing & improving fair labelling of products and services
3. Providing accurate information in food labelling, and strict enforcement of related laws and regulations

Section 3 Actualization of proper transactions
1. Strict enforcement & revisions of cross-products/services laws and regulations
2. Fair purchases of products and services
3. Fair purchases meeting the advancement of ICT
4. Preventing and cracking down on crime including fraud
5. Appropriate standards & measurements

Section 4 Formation of a society in which consumers can make a choice and take action by themselves
1. Ensuring transparency in consumer policies and reflecting consumer opinions
2. Promoting consumer education
3. Facilitating & supporting voluntary efforts by consumer groups, businesses and their associations
4. Fair & free competition and ensuring appropriateness of fair utility rates
5. Promoting environmentally conscious consumption behavior and business activities

Section 5 Establishment of frameworks for consumer relief system and protecting their interests
1. Consumer relief and facilitating the resolution of consumer complaints and disputes
2. Protecting and promoting consumers’ interests meeting the development of an advanced information and communication society
3. Protecting and promoting consumers’ interests adapted to globalization of consumer life

Section 6 Establishment of the consumer administration systems of the national and local governments
1. Enhancing and strengthening administrative organization of the state
2. Structural development at local level