

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

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CONTENT

1. The impact of the Covid19 crisis on Vietnam consumers
2. Actions of the Vietnamese state and organizations on consumer education
3. The importance and challenges of educating consumers in the crisis in Vietnam



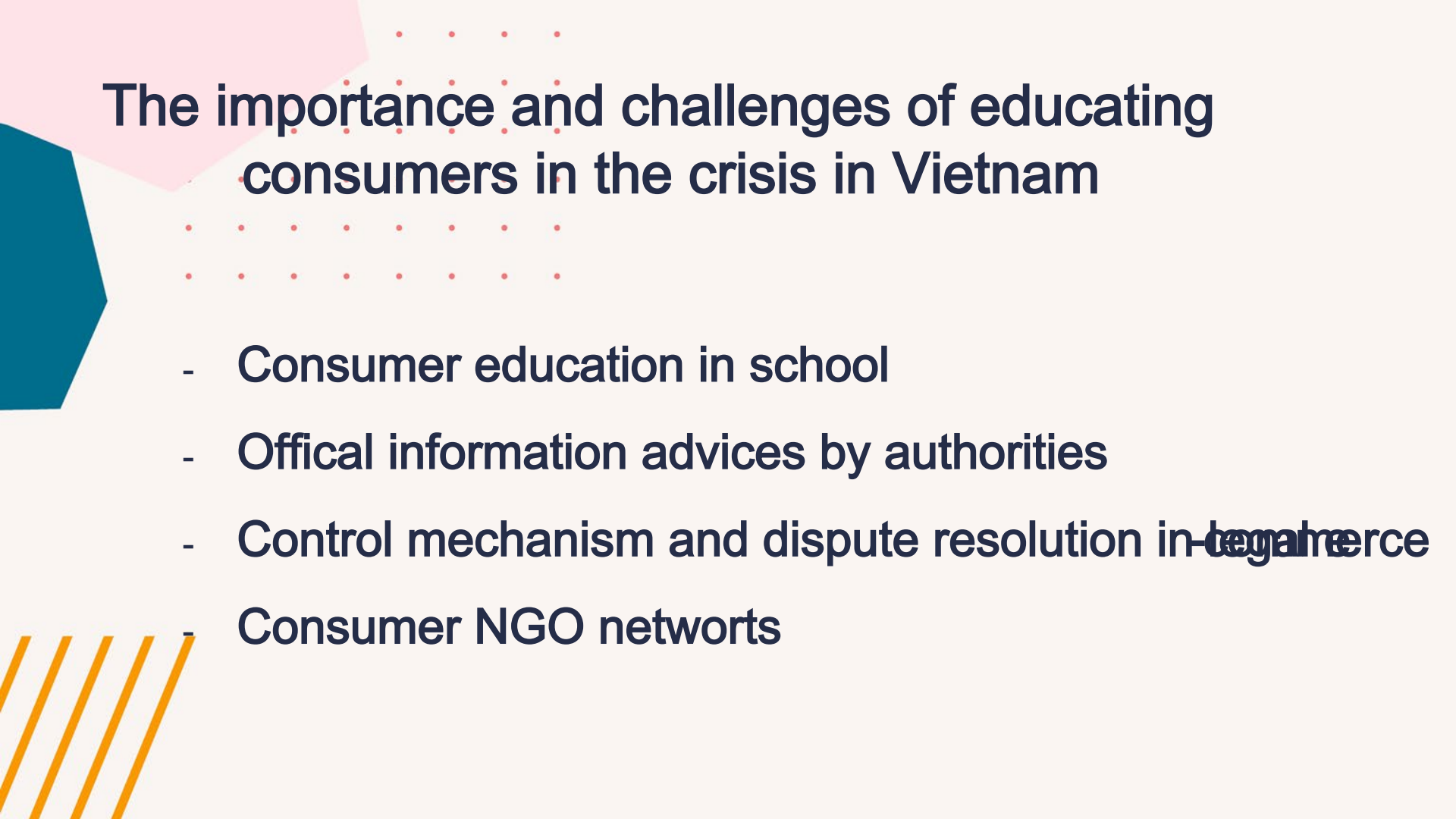
The impact of the Covid -19 crisis on Vietnam consumers

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



Actions of the Vietnamese state and organizations on consumer education

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



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

- Consumer education in school
- Official information advices by authorities
- Control mechanism and dispute resolution in legal force
- Consumer NGO networks