



## The United States Federal Trade Commission Technical Cooperation Program on Consumer Protection

The United States Federal Trade Commission is committed to working for consumer protection and a competitive marketplace. We recognize that consumers today participate in a global economy that knows few boundaries. The FTC's Bureau of Consumer Protection offers technical cooperation programs so that, together with our foreign counterparts, we may help safeguard the welfare of consumers around the world.

### Sample Substantive Areas Covered

- Consumer protection mechanisms and institutions
- Overlaps with competition principles
- Advertising review and substantiation
- Investigative techniques
- Internet investigations
- Resolution/refund mechanisms
- Consumer credit markets
- Cross-border cooperation

### Formats for Technical Cooperation

- Telephonic/email inquiries
- Responses to questionnaires
- Teleconferences
- Videoconferences
- Hosting of visitors
- Study tours
- Short-term missions
- Seminars
- Visits with foreign agencies



### Council for International Technical Assistance (CITA)

The FTC also coordinates the Council for International Technical Assistance on Consumer Protection (or CITA), which links the main U.S. agencies with consumer protection functions. This arrangement helps streamline the reception and provision of assistance on consumer protection matters. If your agency is unsure as to the appropriate authority in the U.S. on a particular issue, we would be glad to facilitate your inquiry by directing it to the right office.

### Contact Information

For all inquiries regarding technical cooperation on consumer protection matters, please contact:

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