

## Introduction

The annual Report “On the Status of Financial Consumer Protection” has been published since 2013 as an additional informational and analytical material to the State Report of Rospotrebnadzor, specifying the legislative and practical aspects of consumer protection in relation to the financial sector.

Rospotrebnadzor plays a leading role in the formation and implementation of state policy in the field of consumer protection, including those related to consumers of financial services. Along with Rospotrebnadzor, its territorial bodies and subordinate institutions, the Ministry of Finance of the Russian Federation, the Ministry of Education of the Russian Federation, the Ministry of Science and Higher Education of the Russian Federation, executive authorities of constituent entities of the Russian Federation and local governments, the Bank of Russia, and non-governmental consumer associations are actively involved in protecting consumers of financial services and related outreach activities.

Despite a variety of issues related to the functioning of the financial market, the scope of the annual Report “On the Status of Financial Consumer Protection” is limited to the relationships, arising from certain types of financial services contracts which are subject to consumer protection legislation. The scope of this legislation does not include services in foreign exchange market, stock market, mutual funds and non-government pension funds activities. The range of financial organizations, described in the Report, is limited to credit, microfinance, insurance organizations, credit consumer cooperatives and pawnshops.

The Report “On the Status of Financial Consumer Protection” is based on Rospotrebnadzor’s statistical and departmental reports, public information, posted on public authorities’ and non-government organizations’ official websites, ConsultantPlus legal information system, and publications in the media, engaged in the research of financial market and financial services.

The first section of the Report provides an overview of changes in the legal framework, legislative initiatives and law enforcement practice in the area of financial consumer protection, the initial results of the Financial Ombudsman Service’s activities, and activities, relating to the codification of consumer protection laws of Russia Federation. Special attention is paid to the regulation and ensuring protection of rights of socially vulnerable financial consumer categories (people with disabilities, senior citizens and children, most disadvantaged groups of the population).

The second section of the Report is dedicated to the risk assessment for consumers, arising against the background of development banking, insurance and microfinance organizations services, means of payment in electronic commerce and other areas of financial market. The section also provides recommendations for financial consumers to minimize the risks involved.

The third section of the Report focuses on the Rospotrebnadzor’s participation in the international financial consumer protection agenda, including cooperation in UNCTAD, the Group of Twenty, the OECD and other international organizations.

The fourth section provides the analysis of the Rospotrebnadzor’s activities in such key fields of financial consumer protection as consideration complaints, informing and consulting consumers and performing control activities. The section also provides review of court practice relating to financial consumer protection, including cases involving Rospotrebnadzor.

The fifth and sixth sections of the Report focus on the review of public financial education and financial literacy activities, including those which have been implemented under the Project.

There is also a list of commonly used acronyms at the end of the Report.

The Report traditionally covers the events of the previous year. However, this Report pays special attention to the support measures for financial consumers, adopted in March - April 2020 in connection with the coronavirus (COVID-2019).

The Report is aimed at a broad audience, including financial consumers, executives and specialists of central government and local authorities, professional market participants, staff of educational, scientific organizations and public consumer associations.