



Video title: Consumer Protection Code Review – Engagement Update (July 2023)

Central Bank of Ireland is conducting a **comprehensive review** of the **Consumer Protection Code**.

The **first stage of our review** included a **Discussion Paper**, stakeholder meetings and a **public survey** to get **your views on consumer issues**.

We are now publishing an **update on the review** to share **what we have learned so far and what we will do next**.

{Derville Rowland, Deputy Governor, Consumer and Investor Protection, Central Bank of Ireland}

Our Consumer Protection Code Review was launched last October. Since then, we've had fantastic engagement with a broad range of stakeholders - consumers, industry representatives, state agencies and many others. This engagement, and your feedback, is vital to ensure that our review focuses on the right areas,

And I want to thank all of you who took the time to share your views on a broad range of important consumer topics, including innovation, digitalisation, financial literacy, climate and many more.

We are reviewing your feedback and combining it with our own research and analysis. And before the end of the year, we will publish a consultation paper, which will contain proposals for a new Consumer Protection Framework.

And this will provide another opportunity for you to have your say, and to help us shape the future of consumer protection in Ireland.

FIND OUT MORE: centralbank.ie/codereview