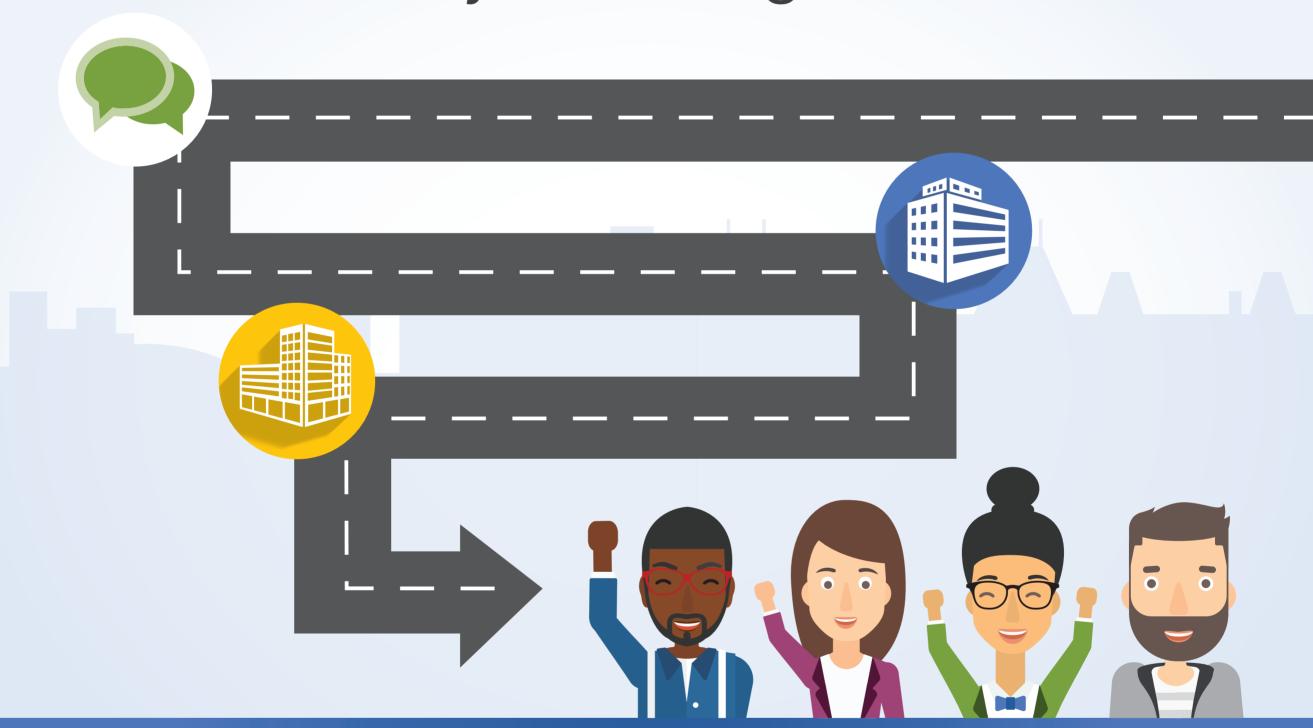


## Consumer protection can be enhanced



What happens when things go wrong?

Generally consumers get to where they need to go....



...but we need higher penalties for consumer law breaches

**Profit Penalty** VS.



Read more recommendations & findings in our draft report Consumer Law Enforcement and Administration