

Using AI to Strengthen Consumer Protection: A Training for Regulators

5 – 9 April 2027
Amsterdam (Netherlands)

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Introduction

Using AI to Strengthen Consumer Protection: A Training for Regulators is a specialized program designed to equip regulatory professionals with the knowledge and practical skills needed to leverage Artificial Intelligence AI to enhance consumer protection frameworks. As markets become increasingly digital and data-driven, regulators must adopt advanced technologies to identify risks, monitor compliance, and respond proactively to potential consumer harm.

This course blends regulatory strategy with hands-on AI applications, enabling participants to understand how AI tools can support supervision, enforcement, and policy development. Through real-world case studies, regulatory use cases, and applied exercises, participants will explore how AI can improve market surveillance, complaint handling, risk assessment, and regulatory decision-making—while maintaining ethical standards, transparency, and public trust.

Course Objectives

By the end of this course, participants will be able to:

- Understand core AI concepts and their relevance to consumer protection regulation.
- Identify regulatory use cases where AI can enhance supervision and enforcement activities.
- Apply AI tools to monitor market conduct and detect emerging consumer risks.
- Evaluate data sources and analytical methods for consumer protection oversight.
- Address ethical, legal, and governance challenges associated with the use of AI by regulators.
- Design AI-enabled regulatory strategies that strengthen consumer trust and market fairness.

Course Outlines

Day 1: AI Fundamentals for Consumer Protection Regulators

- Introduction to artificial intelligence and machine learning concepts.
- Data-driven regulation and the evolving role of AI.
- Key consumer protection challenges in digital markets.
- Overview of AI tools used in regulatory and supervisory functions.
- Case studies of global regulatory authorities applying AI.

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Day 2: AI for Market Surveillance and Risk Detection

- Using AI to monitor market conduct and sales practices.
- Early detection of consumer harm and misconduct patterns.
- Natural Language Processing NLP for analyzing complaints and disclosures.
- Predictive analytics to identify high-risk firms, products, and behaviors.
- Integrating AI insights into supervisory planning and oversight.

Day 3: AI in Consumer Complaint Handling and Redress

- Automating consumer complaint intake and classification.
- Sentiment analysis to identify emerging consumer issues.
- AI-driven prioritization of complaints and investigations.
- Enhancing redress mechanisms through data analytics.
- Ensuring fairness, transparency, and accountability in AI-supported decisions.

Day 4: Governance, Ethics, and Legal Considerations

- Regulatory accountability and the importance of explainable AI.
- Managing bias, discrimination, and data quality risks.
- Legal, privacy, and data protection considerations in AI-based supervision.
- AI governance frameworks for regulatory authorities.
- Building and maintaining public trust in the use of AI by regulators.

Day 5: Implementing AI in Consumer Protection Regulatory Frameworks

- Developing an AI strategy for consumer protection authorities.
- Building internal capabilities and cross-functional teams.
- Collaboration with industry, academia, and technology providers.
- Measuring the effectiveness and impact of AI-enabled regulation.
- Creating a roadmap for sustainable and responsible AI adoption.

Why Attend This Course: Wins & Losses!

Participating in this course offers significant benefits, including:

- Strengthening regulatory effectiveness through advanced AI-driven supervisory tools.
- Detecting consumer harm earlier using predictive and data-driven approaches.
- Improving the efficiency of complaint handling and market oversight.
- Enhancing ethical, transparent, and accountable use of AI in regulatory decision-making.
- Applying practical knowledge through real-world regulatory use cases and proven frameworks.

A graphic of a chessboard with several pawns. In the foreground, a gold king piece stands prominently. Behind it, a silver pawn and a gold pawn are visible. The background shows concentric circles emanating from the king piece, suggesting a strategic or winning position.

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Conclusion

Using AI to Strengthen Consumer Protection: A Training for Regulators provides a practical and forward-looking approach to modern regulation. Participants will leave with the skills, tools, and strategic insight needed to responsibly deploy AI technologies that enhance consumer protection, improve market confidence, and support fair, transparent, and resilient regulatory systems in an increasingly digital economy.

A graphic of a chessboard with several chess pieces (a king, a queen, and a pawn) in gold and silver, set against a background of concentric circles.

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