

# SETTING THE RECORD STRAIGHT



With our expertise in storytelling, 2D and 3D animation, graphic design, and other digital skills, we interpreted complex information using creative, easy-to-understand designs and explainer videos that effectively portrayed the general picture of an organisation and the challenges faced by customers.

### DEMAND AND INSIST

The FCCPC is committed to protecting consumers. Don't settle for less, insist on the best.

#DemandAndInsist #KnowYourRights

### DEMAND AND INSIST

Empower yourself! Learn about your rights under the FCCP Act and join the FCCPC in building a fair, competitive, and consumer-friendly Nigeria.

#DemandAndInsist #KnowYourRight

### DEMAND AND INSIST

Fair competition leads to better quality products and services. Support the FCCPC's efforts to promote a level playing field in Nigeria's marketplace.

#DemandAndInsist #DemandQuality

### DEMAND AND INSIST

False advertising harms consumers and honest businesses. Support the FCCPC's fight against deceptive marketing. Demand truth, insist on transparency.

#DemandAndInsist #FCCPCTransparency

### DEMAND AND INSIST

Collaboration is key to change. The FCCPC is partnering with stakeholders to protect consumers and promote fair competition.

#DemandAndInsist #CollaborateForChange

### DEMAND AND INSIST

Consumers, it's time to raise your voice! If you encounter unfair business practices, report them to the FCCPC.

#DemandFairness #DemandAndInsist

### FCCPC RESPONSIBILITIES OF FCCPC IN NIGERIA

**Merger Review and Approval:** FCCPC is responsible for reviewing mergers and acquisitions to ensure they do not result in anti-competitive practices that could harm consumers or other businesses. The commission may approve, reject, or impose conditions on mergers to safeguard competition.

### FCCPC RESPONSIBILITIES OF FCCPC IN NIGERIA

**Product Standards and Safety Regulation:** FCCPC is responsible for setting and enforcing product standards to ensure the safety and quality of goods and services in the marketplace. This contributes to consumer protection by reducing the risk of harmful or substandard products.

### FCCPC RESPONSIBILITIES OF FCCPC IN NIGERIA

**Collaboration with Other Regulatory Agencies:** FCCPC collaborates with other regulatory bodies in Nigeria to ensure a coordinated approach to issues related to competition and consumer protection.

### FCCPC RESPONSIBILITIES OF FCCPC IN NIGERIA

**Market Studies and Research:** Conducting research and market studies to understand the dynamics of various sectors of the economy. This information helps the commission identify potential anti-competitive practices and areas where consumer protection measures may be needed.

### FCCPC RESPONSIBILITIES OF FCCPC IN NIGERIA

**Dispute Resolution:** FCCPC plays a role in resolving disputes between businesses and consumers. This can involve mediating complaints, conducting investigations, and taking legal action when necessary to protect consumers' rights.

### FCCPC RESPONSIBILITIES OF FCCPC IN NIGERIA

**Consumer Education and Advocacy:** FCCPC is here to educate you about your rights and responsibilities as a consumer, and to spread awareness about fair business practices, product standards, and the importance of making informed choices in the marketplace.

### FCCPC Federal Competition & Consumer Protection Commission

...Promoting choice, ensuring fairness

#### TIPS FOR BUSINESSES ON FAIR COMPETITION

## Transparency:

Businesses must be clear about pricing and product details.

Businesses must be open and honest in communication.

Businesses must have accessible information for informed choices.

### FCCPC Federal Competition & Consumer Protection Commission

...Promoting choice, ensuring fairness

#### TIPS FOR BUSINESSES ON FAIR COMPETITION

## Promote Innovation:

Businesses should support new ideas by creating a place where people are rewarded for being innovative.

Businesses should invest in research and development.

Businesses should protect intellectual property rights to fuel innovation.

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#### TIPS FOR BUSINESSES ON FAIR COMPETITION

## Support SMEs

Be a mentor! Big businesses support smaller ones to join the market. It makes the market system diverse and fair.

### FCCPC Federal Competition & Consumer Protection Commission

...Promoting choice, ensuring fairness

#### TIPS FOR BUSINESSES ON FAIR COMPETITION

## Guard the Whistleblowers

Protect those who speak up about unfair practices. It helps keep things honest.

### FCCPC

## Your Right to Cancel Advance Bookings or Orders

Is there a sudden change of plans?

Not to worry, You can cancel your advance bookings or orders.

That's your right as a Consumer. (A fair cancellation charge may apply)

Know Your Consumer Rights

FCCP Act, Section 120

### FCCPC

## Happy Shopping!

### FCCPC

## Your Rights as Consumers are Guaranteed.

## Happy Shopping!

### FCCPC

## Your Right to Disclosure of Price of Goods or Services

It is a violation of Consumers' Rights to display products for sale without clearly showing their price.

Your customers deserve to know the price of a displayed item or service without asking questions.

Help consumers make informed choices

FCCP Act, Section 115

### FCCPC

## How was FCCPC Established?

FCCPC - Federal Competition and Consumer Protection Commission.

FCCPC was established by Act no 66 of 1992 (now FCCPC Act Cap C25, LFN 2004) and commenced operations in 1999. FCCPC is an agency under the Federal Ministry of Industry, Trade and Investment (FMITI).

### FCCPC

## Our Mandate

To ensure fair business practices

To prevent anti-competitive behavior

To safeguard consumer rights in the marketplace.

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## RESPONSIBILITIES OF FCCPC IN NIGERIA

**Enforcement of Competition and Consumer Protection Laws:** FCCPC ensures fair business practices and prevents anti-competitive actions in Nigeria. It investigates and acts against things like monopolies and negative associations that could harm fair competition.

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## Freedom from Liability for Damage to Items on Display

You have the right to inspect items before purchase without worrying about responsibility for any accidental damage.

You're not responsible for damage to goods on open display unless you act recklessly or maliciously.

Your consumer rights are guaranteed.

Know your rights! Exercise your rights!

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## Patients' Bill of Rights Quality of Care

You have the right to a clean, safe healthcare environment.

You should be able to access top-notch care and caregivers, no matter your disability.

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## Your Right to Return Goods

What you ordered Vs What you got

If what you ordered is not what you got, you have a right to return it and get a full refund.

A 'No Return' or 'No Refund' policy is a violation of your consumer rights.

Know Your Consumer Rights

FCCP Act, Section 122

### FCCPC

## CONSUMER RESPONSIBILITIES

As a consumer...

**Be Aware**  
Collect details about a product or service and stay updated on market changes and innovations.

**Think Independently**  
Decide wisely between what you need and what you want.

**Be an Ethical Consumer**  
Be honest and treat everyone fairly, don't do anything that could harm other people.

**Share Experience**  
Inform others about your experience with a product or service.

**Beware**  
Check if products and services are safe and good quality before buying.

**Speak Out**  
Inform companies and the government about what you want and expect.

**Complain**  
Inform companies and the right government agencies if you're not happy with a product or service, and be honest about it.

**Respect the Environment**  
Help the environment, don't waste or litter. Choose wisely to avoid harming the planet.

01. Patient's Dignity: You deserve to be treated with respect and dignity when you go to a medical facility in Nigeria, no matter your gender, religion, origin, or social class. Your responsibility is to respect and consider the rights of other patients. Know your rights.

02. Free Related Information: When you receive treatment in any medical facility, there should not be any hidden charges in your bill. The medical bill should be clear and itemized. You have a right to know the details of the services you're paying for.

03. Access to Emergency Care: You have the right to receive urgent, immediate and sufficient care in the event of an emergency. Your well-being matters most, regardless of costs or legal matters.

04. Quality of Care: You deserve access to quality care in a clean, safe healthcare environment. There is no discrimination.

05. Confidentiality: Your medical information and history should be treated with confidentiality unless the law requires disclosure. You have a right to privacy, except when vital for public health.

06. Patients' Refusal to Care: You have a right to refuse care after knowing the consequences. You can choose to participate or decline in medical trials if you want, that's your right.

07. Access to Information: You have a right to clear information in a language you understand. This includes details about your diagnosis, treatment, and possible outcomes. You have full participation in your treatment plan.

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## PATIENTS' BILL OF RIGHTS (PBoR)

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