



# NCAC NEWS

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\* For further details, refer to the following URL which contains the actual text of the report released (Japanese only) :  
[http://www.kokusen.go.jp/news/data/n-20150305\\_2.html](http://www.kokusen.go.jp/news/data/n-20150305_2.html)

## NCAC launches the Cross-border Consumer Center Japan (CCJ)

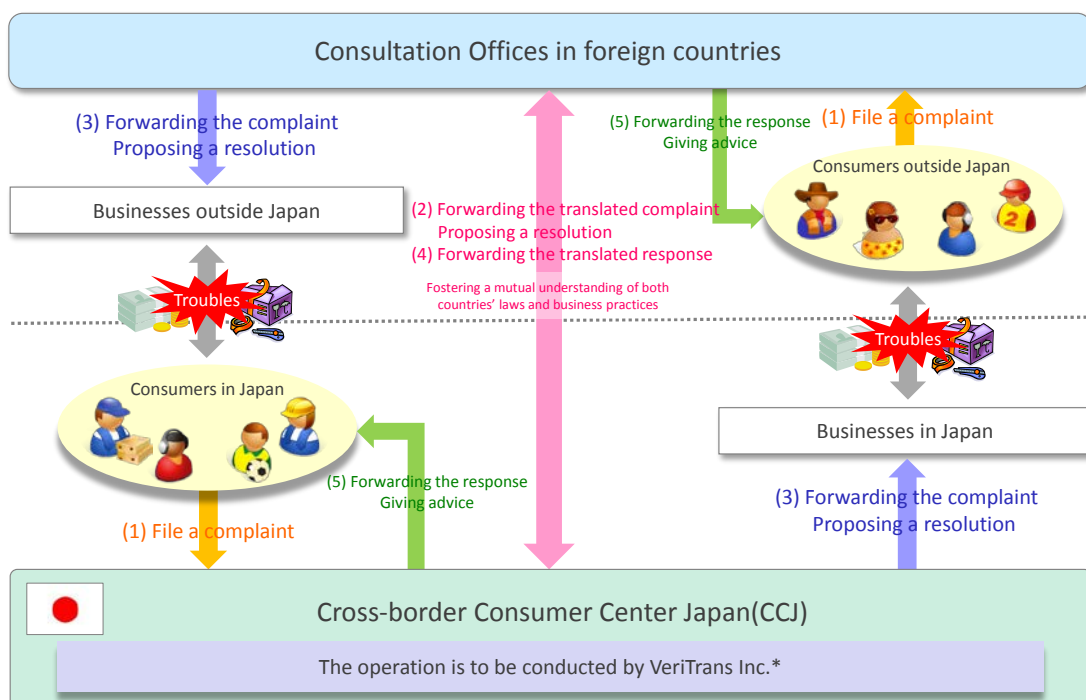
The number of troubles between consumers in Japan and businesses outside Japan (Cross-border Consumer Troubles) has been increasing as opportunities for making cross-border transactions with businesses outside Japan are expanding due to the growth of Internet use such as online overseas shopping, etc.

The Cross-border Consumer Center Japan (CCJ) was established in November, 2011, with the aim of handling Cross-border Consumer Troubles. Since it was established, CCJ has received a substantial amount of complaints from consumers in Japan; over 10,000 complaints have been received in the last three years.

In order to handle the expected continued rise in cross-border consumer troubles permanently, the National Consumer Affairs Center of Japan (NCAC) is inaugurating the Cross-border Consumer Center Japan (CCJ) as a permanent project by taking over the experimental operation from the Consumer Affairs Agency this forthcoming April, 2015.

A consultation office is scheduled to open to the public on June 1, 2015.

Figure: Flow of the CCJ operation



\*An entrustment agreement to be entered into by NCAC and VeriTrans Inc.