

How Businesses Are Addressing Consumer Risks During the Pandemic

COVID-19 has changed how people live, learn, work and provide for their daily needs, transformed how businesses operate and interact with customers, and revealed shortcomings in the digital ecosystem in the private and public sector.

Today, I [testified](#) to the House Committee on Energy and Commerce on how the business community and the tech industry have been rising to meet these challenges, while planning for economic recovery.

The response to COVID-19 involves many privacy issues for consumers, and for that reason the Chamber calls on Congress to pass [national privacy legislation](#) that protects all Americans equally and sets one standard for consumers and businesses across the country.

And, while bad actors must be held liable and prosecuted to the full extent of the law, in order to spur economic recovery, Congress should grant companies targeted, timely, and temporary [liability protections](#) to ensure that companies can safely and quickly open and bring back jobs.

To protect Americans from scams, the Chamber has produced a [guide](#) to help consumers identify and avoid counterfeit goods and is working with DHS and other government agencies to remove counterfeits from the marketplace.

The Chamber stands ready to work with Congress to enact policies that help mitigate the detrimental effects of the COVID-19 pandemic to public health and the economy. And we must enact policies that enable emerging technologies to provide solutions to new and ongoing challenges and help maintain America's leadership in the world.

–Tom Quaadman, Executive Vice President, Chamber Technology Engagement Center, U.S. Chamber of Commerce