

Consumers at the heart of finance in Europe

26 September 2018

Venue: EESC, Rue Belliard 99, 1040 Brussels, room JDE 63

DRAFT PROGRAMME

Aims of the event:

- To create knowledge of and encourage adherence to European Union institutional policy, by disseminating the main messages of the European Economic and Social Committee (EESC) opinion on the *"Consumer Financial Services Action Plan: Better products and more choice for European consumers"* and *"FinTech action plan: for a more competitive and innovative European financial sector"*;
- To debate on progress and next steps related to the Action Plans on Consumer Financial Services, on FinTech and on Sustainable Finance;
- To present the challenges involved in moving towards a single market of financial products that are more inclusive and safe for consumers, and to discuss how to improve its application in an increasingly digitalised context.

Draft Programme:

08:30 Registration of participants

09:00 Opening and Welcome speech:

- **Ariane Rodert**, President of the Section for Single Market, Production and Consumption, EESC

09:10 Keynote speech: A New Deal for Consumers: improving the implementation of financial services legislation

- **Renatas Mazeika**, Head of Unit, Consumer Policy, DG JUST, European Commission
- **Othmar Karas**, MEP, Member of the Economic and Monetary Affairs Committee (ECON)

09:45 Panel 1: How close are we to "a genuine technology-enabled Single Market for retail financial services where consumers can get the best deals while being well protected"?

A discussion on progress and next steps related to the Action Plans on Consumer Financial Services and FinTech

Participants:

- **Peter Kerstens**, Adviser, DG FISMA, European Commission
- **Cătălin Sorin Ivan**, Member of the European Parliament, shadow rapporteur on FinTech: the influence of technology on the future of the financial sector
- **Karen Ghysels**, Director, European Consumer Centre
- **Evangelia Kekeleki**, Secretary-general of the Greek Consumers' Protection Centre (KEPKA) and EESC Member
- **Luke Ryder**, Director, External Engagement at Barclays, ERFF member

Moderation: **Petru Sorin Dandea**, EESC Member, EESC Rapporteur on the FinTech action plan

10:45 *Coffee break*

11:00 Panel 2: Building transparency & trust for a sustainable future
A discussion linked to the Action Plan on Financing Sustainable Growth (Actions 1 (taxonomy), 2 (standards & labels) and 4 (incorporating sustainability in financial advice), and also broader issues of transparency, clear & simple advice and products, building consumer trust in the financial industry and encouraging saving & investment.

Participants:

- **Agnes Le Thiec**, Directorate C, Capital Markets Union, DG FISMA, European Commission
- **Molly Scott Cato**, MEP, Member of the Economic and Monetary Affairs Committee (ECON) Rapporteur on sustainable finance
- **Michael Ikrath**, EESC Member, Rapporteur of the EESC opinion on the "Consumer Financial Services Action Plan: Better products and more choice for European consumers"
- **Nina Lazic**, Research & Advocacy Officer in charge of sustainable finance, Finance Watch
- **Klaus Bergsmann**, Head of Group Sustainability Office, Erste Group Bank

Moderation:

- **Carlos Trias Pintó**, EESC Member, Rapporteur of Sustainable Finances Action Plan and of the Regulation on disclosures and advisement (fiduciary duties), Co-Rapporteur of the EESC opinion on the "Consumer Financial Services Action Plan: Better products and more choice for European consumers"

12:00 Closing keynote:

- **Reine-Claude Mader**, EESC Member

12.30 Lunch and networking

Participants can speak in English, French and German and listen to English and French