



SHAPING THE CONSUMER POLICY OF THE FUTURE



2015 PROGRAMME

1-2 June 2015

EUROPEAN
CONSUMER SUMMIT

BRUSSELS

Monday 1 June 2015

Charlemagne Building

rue de la Loi 170
B-1000 Brussels – Belgium
De Gasperi Room

09:00-10:00

Registration and welcome coffee

Moderator: *Cathy Smith*

10:00-10:10

WELCOME ADDRESS

Paraskevi Michou - Acting Director General, Directorate General for Justice and Consumers, European Commission

10:10-10:30

PREPARING THE CONSUMER POLICY OF THE FUTURE

Speech by

Věra Jourová - Commissioner for Justice, Consumers and Gender equality

10:30-11:30

OPPORTUNITIES AND CHALLENGES IN THE EU CONSUMER POLICY

Panel discussion and Q&A

- *Zaiga Liepiņa* - Deputy State Secretary, Ministry of Economics, Latvia
 - *Monique Goyens* - Director General, BEUC, The European Consumer Organisation
 - *Christian Verschueren* - Director General, EUROCOMMERCE
 - *Paul Edwick* - CEO at Lucy Locket/ Fairy Glam Ltd.
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11:30-12:45

FUTURE PRIORITIES OF EU CONSUMER POLICY FOR 2015-2020

Presentation of current and upcoming consumer policy priorities at national level and Q&A

- *Per Bolund* - Minister for Financial Markets and Consumer Affairs, Sweden
 - *Julius Pagojus* - Vice Minister of Justice, Lithuania
 - *Ulrich Kelber* - Parliamentary State Secretary, Federal Minister of Justice and Consumer Protection, Germany
 - *Solveig Horne* - Minister of Children, Equality and Social Inclusion, Norway
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12:45-13:00

CONCLUDING REMARKS

Mrs. Paraskevi Michou - Acting Director General, Directorate General for Justice and Consumers, European Commission

Albert Borschette Congress Center (CCAB)

Rue Froissart 36,
B-1040 Brussels
Belgium

13:00-14:45

BUFFET LUNCH, GROUND FLOOR AND 1ST FLOOR FOYERS

14:45-17:30

SEPARATE SEMINARS RUNNING IN PARALLEL



ROOM
AB-0D

SEMINAR 1

CONSUMER INFORMATION IN THE DIGITAL SINGLE MARKET

Objective

to look into how information is provided to consumers in the Digital Single Market and what this means for EU legislation.

The Seminar will focus around two main themes:

- *What is the role of platforms, web hosting services and other online interfaces in shaping the shopping process and the information consumers receive when they buy online?*
- *As we move into the Internet of Things era and machine to machine communication, how much decision will be left to consumers?*



ROOM
AB-1D

SEMINAR 2

ENERGY UNION - A NEW DEAL FOR ENERGY CONSUMERS

Objective

to accompany the transition to more integrated retail energy markets by an adequate market structure and reinforced consumer rights, especially those of the most vulnerable; and to establish the conditions for consumers to actively participate and benefit from the development of the EU's Energy Union.

The Seminar will focus on the necessary actions for a smart regulatory framework and for full enforcement of existing energy and consumer legislation, on available tools consumers could use for getting better deals and on consumer-centric innovation.



ROOM
AB-1B

SEMINAR 3

EFFECTIVE ENFORCEMENT IN THE DIGITAL ENVIRONMENT

Objective

to identify the challenges of enforcement of consumer protection and product safety laws in the digital environment; to determine the needs and roles of the main actors (national enforcement authorities, on-line traders, platforms, consumer organisations and others) and to find ways to improve the effectiveness of enforcement in the online environment



ROOM
AB-2B

SEMINAR 4

OVER-INDEBTEDNESS – THE ROLE OF DEBT ADVICE

Objective

to map best practices on debt advice in Member States, building on the outcome of the over-indebtedness study carried out by the Commission. The Seminar will focus on the most common ways in which debt-advice is provided in the EU; on how personalised nature of debt-advice can be delivered, on the funding of debt-advice at national level and the effectiveness and positive outcome of debt-advice.

END OF DAY 1

Tuesday 2 June 2015

Charlemagne Building

rue de la Loi 170
B-1000 Brussels – Belgium
De Gasperi Room

09:00-10:00 Registration and welcome coffee

Moderator: *Cathy Smith*

10:00-10:05 **WELCOME ADDRESS**

Despina Spanou - Director for Consumer Affairs, Directorate General for Justice and Consumers, European Commission

10:05-10:20 **PREPARING THE CONSUMER POLICY OF THE FUTURE**

Speech by

Vicky Ford - Chair, Committee on the Internal Market and Consumer Protection, European Parliament

10:20-11:00 **A COMPARATIVE OVERVIEW: CONSUMER POLICY PRIORITIES OF THE US AND OF THE OECD**

- *Nathalie Homobono* - Chair, Committee on Consumer Policy, Organisation for Economic Cooperation and Development
- *Hugh Stevenson* - Deputy Director, Office of International Affairs, Federal Trade Commission, US

11:00-11:45 **REPORTING FROM THE SEMINARS**



1. Consumer information in the Digital Single Market

David Ortega - Organización de Consumidores y Usuarios (OCU)



2. Energy Union - A new deal for energy consumers

Natalie McCoy - Council of European Energy Regulators (CEER)



3. Effective Enforcement in the digital environment

Ida Mazzenga - Consumer Authority, Sweden



4. Over-indebtedness - The role of debt advice

Anne Fily - The European Consumer Organisation (BEUC)

11:45-12:45 **THE WAY FORWARD**

Panel discussion and Q&A

- *Jérôme Chauvin* - Deputy Director General, BUSINESSEUROPE
- *Lars Pram, Director* - Danish Consumer Council
- *Dominique Ristori* - Director General, Directorate General for Energy
- *Robert Madelin* - Director General for Communications Networks, Content and Technology
- *Despina Spanou* - Director for Consumer Affairs, Directorate General for Justice and Consumers, European Commission

12:45-13:00 **CONCLUDING REMARKS**

Despina Spanou - Director for Consumer Affairs, Directorate General for Justice and Consumers, European Commission

(Simultaneous interpretation in English, French and Spanish)

End of Summit