



ODR EXPERT GROUP MEETING – 28 OCTOBER 2013

Albert Borschette Meeting Centre (Room AB-4D)
36, Rue Froissart, 1040 Brussels

PROGRAMME

1. **INTRODUCTION** [10h00 - 10h15]
(*Philippe Loopuyt, Head of Unit SANCO/A4*)

2. **FEEDBACK FROM TEST EXERCISE** [10h15 - 12h30]
(*Philippe Loopuyt/Caroline Fabre/Rebecca Vanhecke, SANCO/A4*)
 - Conditions of the exercise
 - Feedback from the teams
 - Structured feedback analysis

3. **STATIC INFORMATION PAGES** [14h00 – 15h00]
(*Eleni Tampaki, SANCO/B4 "Financial Services and Redress"*)

4. **ODR CONTACT POINTS (REVISED INTERFACE)** [15h00 - 16h00]
(*Eleni Tampaki/Caroline Fabre/ Rebecca Vanhecke, SANCO/B4 & SANCO/A4*)

5. **REVIEW OF CHANGES (ODR SYSTEM)** [16h00 - 16h30]
(*Caroline Fabre/ Rebecca Vanhecke, SANCO/A4*)

* The lunch break will take place between 12h30 and 14h00.

6. ANY OTHER BUSINESS

[16h30 - 16h55]

(Philippe Loopuyt, DG SANCO, Head of Unit SANCO/A4)

a) Brainstorming on the name of the platform

b) "Business identity card" feedback and reminder

c) Contact details of experts

7. CONCLUSIONS AND PREPARATION OF NEXT MEETING

[16h55 - 17h00]

(Philippe Loopuyt, Head of Unit SANCO/A4)