Meeting of the Financial Services User Group - Draft Agenda

12 February 2021
Conference call

12 February 2021
Time: 10.00 – 16.30

10.00 – 10.05 Welcome remarks, adoption of the agenda, approval of the minutes of the November meeting
10.05 – 10.15 Procedure for next mandate
10.15 – 10.35 Tour de table with a focus on measures to protect retail financial services consumers in the light of the COVID-19 crisis (first part)
10.35 – 11.20 Presentation on the study on NPLs impact on consumers
11.20 – 11.30 Coffee break
11.30 – 12.00 New Consumer Agenda
12.00 – 12.45 CMU Action Plan (focus on some specific actions)
12.45 – 13.45 Lunch break
13.45 – 14.45 Subgroup: presentation of the subgroup work and discussion with the group to finalise the subgroup inputs:
  • COVID-19
  • NPLs impact on consumers
  • Accessibility issues
14.45 – 15.15 Drawing the lessons of the Wirecard case
15.15 - 15.55 EC future action on sustainable governance and FSUG’s draft paper highlighting retail investors’ concerns to be sent to EC
15.55 – 16.25 Tour de table with a focus on measures to protect retail financial services consumers in the light of the COVID-19 crisis (second part)
16.25 – 16.30 AOB and conclusions