



## 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	<i>Coffee break</i>
11.30 – 12.00	New Consumer Agenda
12.00 – 12.45	CMU Action Plan (focus on some specific actions)
12.45 – 13.45	<i>Lunch break</i>
13.45– 14.45	Subgroup: presentation of the subgroup work and discussion with the group to finalise the subgroup inputs: <ul style="list-style-type: none"><li>• COVID-19</li><li>• NPLs impact on consumers</li><li>• Accessibility issues</li></ul>
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