



Meeting of the Financial Services User Group - Draft Agenda

28-29 March 2019

Time:	28 March 2019, 11.30 – 18.30 29 March 2019, 9.30 – 16.00
Venue:	DG Financial Stability, Financial Services and Capital Markets Union T. Stoll Room, Rue de Spa 2, 1000 Brussels

Thursday 28 March

- 11.30 Adoption of the agenda and approval of the minutes of the January 2019 meeting
- 11.40 Opening address by Director Mario Nava and discussion on FSUG recommendations
- 12.30 Information about the new call for application
- 12.45 *Lunch*
- 13.45 Presentation of the Behavioural study on the digitalisation of the marketing and distance selling of retail financial services
- 14.30 Presentation on Enforcement of consumer law
- 15.15 Presentation on Crypto-assets: Classification & applicability of EU law (EBA)
- 16.00 Update on the FSUG 2019 external meeting
- 16.15 Presentation on Sustainable Finance
- 16.45 FSUG 2017-2018 Annual Report and update on the Risk Outlook
- 17.00 FSUG Subgroups:

- NPLs and consumer protection (lead: Rym)
- ADR (lead: Vinay)
- Helping consumers understand how their money is invested (lead: Joost)

Friday 29 March

- 9.30 FSUG subgroups:
- Digitalisation of financial services – conduct of business and big data (lead: Mick)
 - Digitalisation and financial inclusion (lead: Anne-Sophie)
 - Coercive Tied Selling (lead: Octavio)
- 11.00 Tour de Table
- 12.00 NPLs and consumer protection: discussion on the study to be outsourced
- 12.45 *Lunch*
- 13.45 Helping consumers understand how their money is invested: discussion on the study to be outsourced
- 14.15 Paper on responsible lending: reply to EC consultation on CCD evaluation
- 14.45 Internal discussion on the dissemination strategy for the FSUG recommendations
- 15.15 Update on Coercive tied selling
- 15.30 Wrap-up session on subgroups' discussions
- 15.55 AOB and conclusion