



Financial literacy, resilience and inclusion

*High-level conference organised by the European Commission
and the Belgian Financial Services and Markets Authority*

AGENDA

20 February 2024

Financial Services and Markets Authority
Rue du Congrès/Congresstraat 12-14, 1000 Brussels

8:45 - 9:30

Registration and welcome coffee

Welcome and opening remarks

9:30 - 9:45

Jean-Paul Servais, Chair, Belgian Financial Services and Markets Authority (FSMA) and Chair of the International Organization of Securities Commissions (IOSCO)

Mairead McGuinness, Commissioner for Financial Services, Financial Stability and Capital Market Union, European Commission

Financial resilience in Europe: An overview

9:45 - 10:00

Maria Demertzis, Senior fellow, Bruegel

Panel 1: Financial education: A catalyst for financial resilience

10:00 - 11:00

Moderator: **Kristof De Witte**, Professor in Education Economics and Political Economy, KU Leuven

Panellists: **Pasquale Munafò**, Chair of the Committee on Retail Investors of the International Organization of Securities Commissions (IOSCO)

Fatima Zahra Aziz, Executive Director, Moroccan Foundation for Financial Education (FMEF)

Áine McCleary, Chief Customer Officer, Bank of Ireland

Questions and answers

Keynote speech - Boosting people's financial resilience: evidence and policy action

11:00 - 11:10

Yoshiki Takeuchi, Deputy Secretary-General, OECD

11:10 - 11:40

Coffee break

Panel 2: Building financial resilience: Opportunities and best practices

11:40 - 12:45

Moderator: **Claer Barrett**, Consumer Editor, Financial Times

Panellists: **Daniela Marconi**, Head of division, Directorate General for Consumer Protection and Financial Education, Bank of Italy

Dieter Korczak, President, European Consumer Debt Network (ECDN)

Marja Nykänen, Deputy Governor, Bank of Finland

Katarina Ivankovic-Knezevic, Director for Social Rights and Inclusion, DG Employment, Social Affairs and Inclusion, European Commission

Questions and answers

How to make financial education tangible? The Wikifin Lab experience

12:45 - 13:00

Jean-Paul Servais, Chair FSMA, Chair IOSCO

13:00 - 14:30

Lunch & Wikifin Lab visit

Keynote speech

14:30 - 14:50

Vincent Van Peteghem, Belgium's Deputy Prime Minister and Minister of Finance

Panel 3: Digitalisation in finance: A driver of financial inclusion?

14:50 - 16:00

Moderator: **Paulina Dejmek Hack**, Director, DG Financial Services, Financial Stability and Capital Market Union (DG FISMA), European Commission

Panellists: **Wim Mijs**, Chief Executive Officer, European Banking Federation

Tom Arends, Chief Executive Officer and Co-Founder, Peaks

Colleen Dube, Chief Executive Officer, Irish National Adult Literacy Agency (NALA)

Anne-Sophie Parent, AGE Platform Europe

Mindy Parkkinen, Laureate of the Youth Policy Dialogue on the Future of Finance

Questions and answers

Fireside chat

16:00 - 16:45

Mairead McGuinness, Commissioner for Financial Services, Financial Stability and Capital Market Union, European Commission

Rohit Chopra, Director of the US Consumer Financial Protection Bureau

Claer Barrett, Consumer editor, Financial Times (moderator)

[Questions and answers](#)

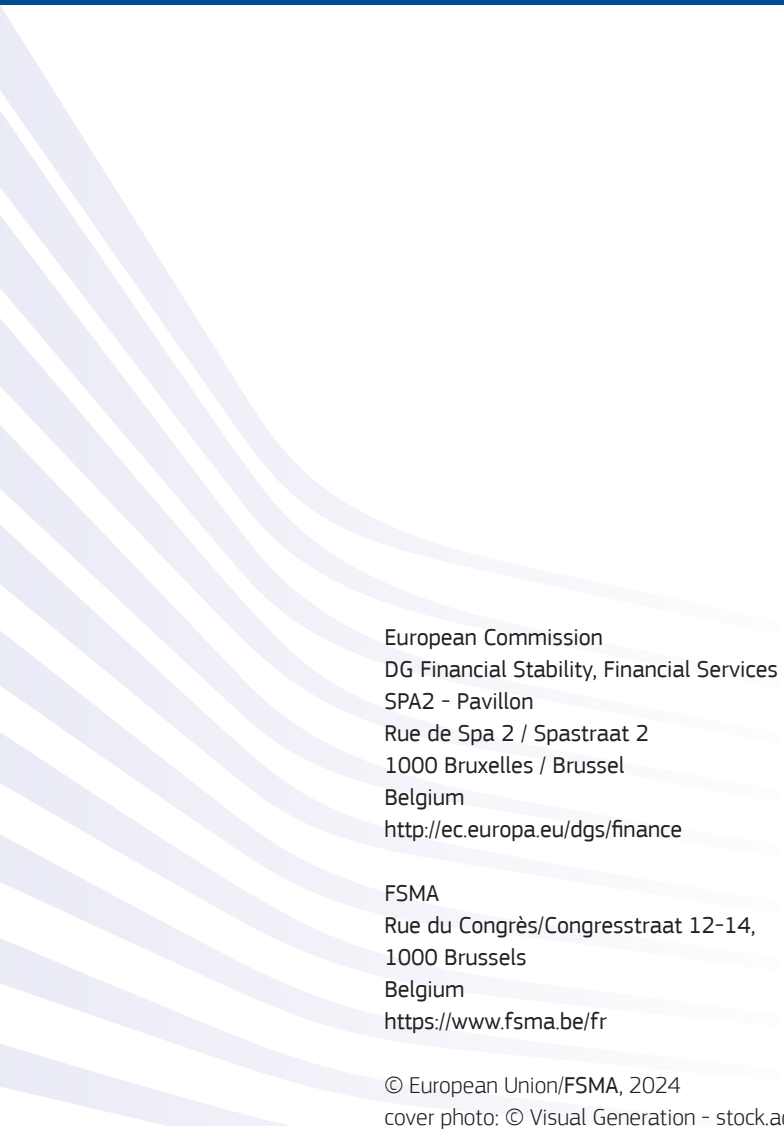
Closing remarks

16:45 - 16:55

Alexia Bertrand, Belgium's State Secretary for Budget and Consumer Protection

16:55 - 18:00

Networking reception & Wikifin Lab visit



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