



Meeting of the Financial Services User Group - Draft Agenda

19 November 2020

Conference call

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Time: 9.00 – 15.00

9.00 – 9.05	Welcome remarks, adoption of the agenda, approval of the minutes of the September meeting
9.05 – 9.40	Discussion on the possible impacts of the Consumer Credit Directive review policy options
9.40 – 9.50	Update study on NPLs impact on consumers
9.50 – 10.00	Reply to Blackrock letter
10.00 – 10.30	Tour de table with a focus on measures to protect retail financial services consumers in the light of the COVID-19 crisis
10.30 – 10.45	<i>Coffee break</i>
10.45 – 11.30	ECB digital euro proposal and related public consultation (Mr Ignacio Terol, ECB)
11.30 – 12.15	Perspectives on the digital euro, from a digital finance and retail payments angle (DG FISMA)
12.15 – 12.30	Work plan 2020-2021: state of play of the sub-groups work and proposal for small study on “Who owns the EU economy”
12.30 – 13.15	<i>Lunch break</i>
13.15 – 14.45	Financial Services consumers’ protection in Bulgaria – discussion with Bulgarian consumer organisations
14.45 – 15.00	AOB and conclusions

Subgroup meetings (day/timing to be confirmed by subgroups' leaders)

- COVID-19 measures and consumer protection
- Digitalisation of financial services and broader accessibility issues