



## Meeting of the Financial Services User Group - Draft Agenda

12-13 September 2019

Time:	12 September 2019, 09.30 – 17.45
	13 September 2019, 09.30 – 15.30
Venue:	European Commission Representation, Via IV Novembre, n. 149, Rome, Italy

### **Thursday 12 September: Round Table with Italian authorities and NGOs**

- 9.30 Registration and welcome coffee
- 9.45 Opening remarks by the European Commission
- 9.55 Adoption of the agenda and approval of the minutes of the May 2019 meeting
- 10.00 Presentation followed by Q&A: **Users' Protection and the National ADR Scheme for the Banking and Payments Services**
- ~ Ms Magda Bianco, Head of the Consumer Protection and Anti-Money Laundering Directorate – *Banca d'Italia* | Bank of Italy
- 11.00 Presentation followed by Q&A: **Users' Protection and the National ADR Scheme for Investment Services**
- ~ Ms Arianna Fracassi, Technical Secretariat of the Securities and Financial Ombudsman (ACF) – *Consob* | Italian Financial Market Regulator
- 12.00 Presentation followed by Q&A: **The National Deposit Guarantee Scheme**
- ~ Mr Salvatore Maccarone, President – *Fondo Interbancario di Tutela dei Depositi* | Italian Deposit Guarantee Scheme
- 13.00 Lunch

- 14.15 Presentation followed by Q&A: **PSD2 - a Directive that can change the payment market and the banking system?**
- ~ Ms Anna Vizzari, Senior Economist – *Altroconsumo* | Italian independent consumer organisation member of BEUC
- 15.15 Presentation followed by Q&A: **Unfair Commercial Practices in the Banking and Financial Sectors**
- ~ Mr Massimo Ferrero, Director of Financial Services Directorate of DG Consumer Protection – *Autorità Garante della Concorrenza e del Mercato* | Italian Competition Authority
- 16.15 Coffee break
- 16.30 Presentation followed by Q&A: **Financial exclusion issues**
- ~ Avv. Francesco Luongo, President - *Movimento Difesa del Cittadino* | Italian independent consumer organisation
- ~ Prof. Marcella Corsi, Director – *Minerva*, Sapienza University of Rome | Laboratory on Gender Diversity and Gender Inequality
- ~ Elisabetta Mercaldo, Analyses and Research, Communication & Image Department - *Federazione Autonoma Bancari Italiani* | Italian banking sector trade union
- 17.30 Wrap up by the European Commission and FSUG Chair

### **Friday 13 September: FSUG internal meeting**

- 9.15 Welcome coffee
- 9.30 FSUG subgroups:
- Digitalisation of financial services – conduct of business and big data (lead: Mick)
  - Digitalisation and financial inclusion (lead: Anne-Sophie)
  - NPLs and consumer protection (lead: Rym)
- 11.00 Information about the call for application; update on the FSUG meetings in 2020; update on joint meeting FSUG – FIN NET
- 11.15 Tour de table
- 12.00 Update on CCD evaluation (DG JUST)
- 12.15 Lunch
- 13.30 Coercive tied selling – FSUG discussion on the draft paper
- 14.00 Wrap-up session on subgroups' discussions and internal discussion on FSUG priorities for 2020

14.45	Discussion on Libra
15.20	AOB and conclusions