



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

**23 April 2021**

**Conference call**

23 April 2021

Time: 9.45 – 16.30

<i>[9.45 – 10.00</i>	<i>Connection to the MS Teams platform]</i>
10.00 – 10.10	Adoption of the agenda, approval of the minutes of the February meeting and procedure for next FSUG mandate
10.10 – 10.50	Tour de table on measures to protect retail financial services consumers in the light of the COVID-19 crisis – with a focus on information to consumers about credit moratoria, especially in case the conditions of the credit changed
10.50 – 11.20	Instant payments
11.20 – 11.30	<i>Coffee break</i>
11.30 – 12.00	Forthcoming end of LIBOR
12.00 – 12.45	Action 1 of the CMU Action Plan (the ESAP)
12.45 – 13.45	<i>Lunch break</i>
13.45 – 14.10	Remarks from Eric Ducoulombier, Head of Unit DG FISMA B3
14.10 – 14.40	DG REFORM activities in providing technical support related to financial services
14.40– 15.10	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>
15.10 – 15.20	<i>Coffee break</i>
15.20 – 15.50	Renewed Sustainable Finance Strategy public consultation
15.50 – 16.20	GameStop case: impact on retail investors related to Mifid review
16.20 – 16.30	AOB and conclusions