



Meeting of the Financial Services User Group - Draft Agenda

17-18 September 2020

Conference call

17 September 2020
Time: 14.30 – 17.30 (indicative)
18 September 2020
Time: 9.30 – 14.00

17 September

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

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

18 September

9.30 – 9.40	Welcome remarks, adoption of the agenda, approval of the minutes of the June meeting
9.40 – 10.40	Tour de table with a focus on measures to protect retail financial services consumers in the light of the COVID-19 crisis
10.40 – 11.00	Work plan 2020-2021: state of play of the sub-groups work and proposal for small study
11.00 – 11.10	2019 annual report and 2020 studies
11.10 – 11.20	Update on the NPL study
11.20 – 11.35	Coffee break
11.35 – 12.15	ESRB Work related to the COVID-19 pandemic – Tuomas Peltonen, deputy head of ESRB Secretariat
12.15 – 13.00	Lunch break

13.00 – 13.45	Commission study on the application of Interchange Fees Regulation – Dominique Forest, DG COMP
13.45 – 13.50	Update on the external meeting in Sofia
13.50 – 14.00	AOB and conclusions