

International Conference

Best Practices for Financial Consumer Protection: Regulation and Cooperation in the Digital Economy

25-26 September 2018

Moscow, Golden Ring Hotel, Yaroslavl Conference Hall

Day 1 (25 September)

Time	Event	Speaker
9.30-10.00 30 min	<i>Registration and welcome coffee</i>	
10.00-10.15 15 min	<i>Welcome speech</i>	Anna Popova <i>Head of the Federal Service for Surveillance on Consumer Rights Protection and Human Wellbeing (Rosпотребнадзор)</i>
10.15-11.00 45 min	Current Status and Trends in Financial Consumer Protection in the Russian Federation	Oleg Prusakov <i>Consumer Rights Protection Department, Rosпотребнадзор</i>
11.00-11.25 25 min	Strategy for Financial Literacy for the Russian Federation in 2017-2023 and its Implementation Roadmap	Anna Zelentsova <i>Project Strategic Coordinator</i>
11.25-11.50 25 min	Pressing Issues of Financial Consumer Protection in Russia	Mikhail Mamuta <i>Bank of Russia</i>
11.50-12.10 20 min	Legal and Organizational Aspects of the Financial Ombudsman Service in Russia	Yuriy Voronin <i>Chief Financial Ombudsman of Russia</i>
12.10-12.40 30 min.	<i>Coffee break</i>	
Session 1 – International Organisations on the way for Improving Financial Consumer Protection: Current Initiatives and Next Steps <i>Moderators: Anna Zelentsova (Project Strategic Coordinator), Oleg Prusakov (Rosпотребнадзор)</i>		
12.40-12.55 15 min	Good Practices for Financial Consumer Protection	Ekaterina Levitanskaya <i>International Finance Corporation</i>
12.55-13.10 15 min	Financial Consumer Protection in E-commerce: International Experience	Arnau Izaguerri <i>UNCTAD</i>
13.10-13.25 15 min	First Effects of the International Standard for Mobile Financial Services	Robin Simpson <i>Consumers International</i>
13.25-13.40 15 min	Pressing Issues and Prospects of Interaction between the EAEU Member States within the Framework of the Advisory Committee on Consumer Rights Protection	Representative of the Eurasian Economic Commission
13.40-14.00 20 min	<i>Discussion</i>	
14.00-15.00 60 min	<i>Lunch</i>	
Session 2 – Foreign Practices for Regulation and Provision of Financial Consumer Protection in the Digital Economy <i>Moderators: Oleg Prusakov (Rosпотребнадзор), Anna Chaplygina (Project Coordinator)</i>		
15.00-15.15 15 min	Consumer Information and Advice in Digital Financial Services in the UK	Tamara Lordkipanidze <i>International expert in consumer protection</i>
15.15-15.30 15 min	Cooperation Improvement between Consumers and Financial Services Providers in the Republic of Moldova in 2018	Dinu Jacot <i>Agency for Consumer Protection and Market Surveillance of the Republic of Moldova</i>

Time	Event	Speaker
15.30-15.45 15 min	New Legislative Regulation of Financial Consumer Protection in the Republic of Kazakhstan	Svetlana Romanovskaya <i>National League of Consumers of Kazakhstan</i>
15.44-16.00 15 min	Improvement of consumer protection in banking and microfinance services in the Kyrgyz Republic	Narynbek Shabdankulov <i>National Bank of the Kyrgyz Republic</i>
16.00-16.15 15 min	<i>Discussion</i>	
16.15-16.45 30 min	<i>Coffee break</i>	
Session 3 – Systematization and Codification of Consumer Protection Legislation <i>Moderators: Oleg Prusakov (Rospotrebnadzor)</i>		
16.45-17.00 15 min	International principles and approaches to systemisation and codification of consumer protection legislation in financial services	Robin Simpson <i>Consumers International</i>
17.00-17.15 15 min	Foreign Practices for Codification of Consumer Protection Legislation	Dmitry Yanin <i>KonfOP</i>
17.15-17.30 15 min	Russia's Efforts for Codification of Consumer Protection Legislation: Opportunities to Apply Best Foreign Practices	Oleg Prusakov Consumer Rights Protection Department, Rospotrebnadzor
17.30-17.45 15 min	<i>Discussion</i>	
17.45-18.00 15 min	Summary of the first day – notes for the resolution based on the results of the Conference (Rospotrebnadzor)	

Day 2 (26 September)

Time	Event	Speaker
9.30-10.00 30 min	<i>Registration and welcome coffee</i>	
Session 4 – Consumer Interaction with Financial Services Providers: Banking and Insurance Sector <i>Moderator: Oleg Prusakov (Rospotrebnadzor)</i>		
10.00-10.15 15 min	Banking Community Initiatives to Protect Financial Consumer Rights	Elman Mekhtiev <i>Association of Russian Banks</i>
10.15-10.30 15 min	Consumer protection in retail crediting: several lessons	Oleg Ivanov <i>Association "Rossiya"</i>
10.30-10.45 15 min.	Over-Indebtedness of Population in Russia	Vladimir Shikin <i>National Bureau of Credit Histories</i>
10.45-11.00 15 min.	Issues of financial consumer protection: banking community opinion	Dmitry Satin <i>Rosgosstrakh Bank</i>
11.00-11.15 15 min.	Pressing Issues of Insurance Consumer Protection in Russia	Representative of the All-Russian Insurance Association
11.15-11.30 15 min.	Consumer Protection in the Insurance Market	Dmitry Yanin <i>KonfOP</i>
11.30-11.45 15 min	<i>Discussion</i>	
11.45-12.15 30 min.	<i>Coffee break</i>	
Session 5 – Information and Advice for Financial Consumers <i>Moderator: Oleg Prusakov (Rospotrebnadzor)</i>		
12.15-12.30 15 min.	Improvement of Consumer Consulting and Evaluating the Activities of Rospotrebnadzor's Consulting Centers	Igor Baranov <i>FBK</i>

Time	Event	Speaker
12.30-12.45 15 min.	Good Practices of Rospotrebnadzor's Consulting Center for Financial Consumer Protection Development	Elena Papikhina <i>Center for Hygiene and Epidemiology in the Krasnodar Region</i>
12.45-13.00 15 min.	Good Practices of Rospotrebnadzor's Consulting Center for Financial Consumer Protection Development	Irina Korolenko <i>Center for Hygiene and Epidemiology in the Sverdlovsk Region</i>
13.00-13.15 15 min.	Pressing Issues of Financial Consumer Protection	Victoria Medvedeva <i>Regional Office of Rospotrebnadzor in the Saratov Region</i>
13.15-13.30 15 min.	<i>Discussion</i>	
Session 6 – Promoting Responsible Behaviour among Financial Consumers <i>Moderators: Oleg Prusakov (Rospotrebnadzor)</i>		
13.30-13.50 20 min.	Overview of the Project Main Achievements	Anna Chaplygina <i>Project Coordinator</i>
13.15-14.05 15 min.	Loan Default: Objective Reasons and Widespread Excuses	Yuriy Voynilov <i>NAFI</i>
14.05-14.20 15 min.	Financial pyramids 2018: how to protect people	Marat Safiulin <i>Federal Foundation for the Protection of Investors and Shareholders rights</i>
14.20-14.30 10 min.	<i>Discussion</i>	
14.30-14.45 15 min.	<i>Coffee break</i>	
14.45-15.00 15 min.	Discussion of the Final Resolution of the Conference (Rospotrebnadzor)	

Additional event:

15.00-16.00 60 min.	Expert Roundtable Discussion: Results of the “credit” stage of financial consumer protection independent monitoring Dmitry Yanin <i>KonfOP</i>	
16.00-17.00 60 min.	<i>Buffet Reception</i>	