Expert panel

Financial consumer protection

Duration
14 – 16 July 2020 (3 days)

Deadline for application
22 May 2020

Venue
Frankfurt

Objective
The global financial crisis highlighted the need for more effective financial consumer protection measures as consumers are challenged by increasingly sophisticated and complex financial markets. The availability of information has grown both in terms of quantity and complexity, and the pace of change in new product developments, product innovations, and technological advances, has picked up significantly. Building and maintaining consumer confidence and trust in financial markets promotes efficiency and stability, and contributes to creating positive results for financial institutions and their customers alike.

The expert panel is designed both to provide information on the financial consumer protection framework in the EU and in Germany and to enable an exchange of knowledge among countries on this important topic.

Content
– European developments in the area of financial consumer protection
– Consumer protection in Germany (legal background, responsible authorities)
– The role of German consumer organisations
– Collective consumer protection (e.g. Retail Investors Protection Act in Germany)
– Management of consumer complaints and enquiries
– Ombudsman
– The role of central banks in promoting financial literacy

Target group
The expert panel is aimed at managers and employees from central banks or supervisory authorities who are actively involved in financial consumer protection issues. Participants will be expected to make an active contribution to the discussions and will be invited to present and discuss their own topics or cases. Therefore, participants should be familiar with the financial consumer policy frameworks of their jurisdictions.