



## Second Consumer Financial Capability Workshop

27. June 2006 – Venue: CEPS, Place du Congrès 1, 1000 Brussels

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In a market place with increasing variety and complexity of financial products, the consumer's information and education are essential. Empowered European consumers will be able to better compare products and to make better informed financial choices. This is echoed by the European Commission in a White Paper on the Financial Services Policy (December 2005): "As the public sector gradually withdraws from financing some aspects of social systems, there is a need for increased awareness and direct involvement of citizens in financial issues (...) it is essential (...) to help consumers understand financial products." Following the successful first Consumer Financial Capability Workshop at the European Credit Research Institute (ECRI) that took place in November 2005, the Second Consumer Financial Capability Workshop will be held on 27. June 2006. Building on the contributions made at the former workshop, we will focus on how the guidelines that emerged from that debate can be put into practical financial capability programs. We draw the speakers and the audience from a wide range of interested parties: Policy-makers, academics, industry representatives and consumer associations are invited to present their views and contribute to the development of policy recommendations.

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| 9:00 | Registration   |
| 9:30 | Introduction by the Chair Professor Umberto Filotto<br>(University of Tor Vergata, Rome) Italy |
| 9:40 | Fiona Wilkinson (Senior Vice President, Corporate Communications, Visa Europe) UK              |

### **Session 1: Institutional Actors and Actions**

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| 9:45  | Introduction by the Chair Professor Elaine Kempson<br>(Director of the Personal Finance Research Centre, University of Bristol), UK                                  |
| 10:00 | Ginette Nabavi: "Education Initiatives in Consumer Protection"<br>(Health and Consumer Protection Directorate, European Commission) EU                               |
| 10:15 | Jurga Stančiūtė (DG Markt, European Commission) EU   |
| 10:30 | Hugues Feltesse: "Combatting Financial Exclusion – Promoting Access to Financial Services and Tackling Over-indebtedness"<br>(DG Employment, European Commission) EU |
| 10:45 | Severine Deboos: "The Role of Social Partners in Enlightened and Sustainable Consumer Financial Capability" (Social Finance Program, ILO)                            |
| 11:00 | Questions and Discussion, <b>11:15-11:30 Coffee Break</b>  |

## **Session 2: Bank-sponsored Dedicated Programs**

- 11:30 Introduction by the Chair Professor Umberto Filotto  
(Professor of Banking Management, University of Tor Vergata) Italy
- 11:45 Dara Duguay: "Citigroup's Personal Finance Education Program"  
(Director of the Financial Education Office, Citigroup) USA
- 12:00 Marc Dechèvre: "The Guide to Consumer Credit and the Budget Tool: The Responsible Lending Approach of the Sector"  
(Secretary General, Union Professionnelle du Crédit) Belgium
- 12:15 Fernando Cejudo Sanchez: "The Customer as the Central Focus of our Business"  
(Senior Director of Business Development and Innovation, BBVA) Spain
- 12:30 Questions and Discussion

**12:45-14.00 Buffet Lunch**

## **Session 3: Insights from the Consumer's Perspective**

- 14:00 Introduction by the Chair Professor Karen Gross  
(Director New York Law School Economic Literacy Consortium) USA
- 14:15 Wendy van den Hende: "Teaching Money Matters – Personal Finance Education in Schools"  
(Chief Executive of the Personal Finance Education Group) UK
- 14:30 Lorenza Pegoretti: "Different Roles but Common Goals in Consumer Education" (Adiconsum) Italy
- 14:45 Bogomil Nikolov: "The Role of Consumer Organizations in Financial Sector in Bulgaria"  
(Executive Director, Bulgarian National Consumers Association) Bulgaria
- 15:00 Werner Sanio: "Developing Financial Capability in Germany"  
(Executive Committee Member, BAG Schuldnerberatung) Germany
- 15:15 Questions and Discussion
- 15:30-16.00 Coffee Break**
- 16:00 Ieke van den Burg  
(Member of the European Parliament) EU
- 16:15 Discussion: A Financial Capability Action Plan for Europe?
- 17:20 Closing Words by Chair Professor Umberto Filotto
- 17:30 End of the Workshop