



#ConsumerDay18  
#EESConsumers  
#DigitalEconomy

## ***The digital economy: what deal for consumers?***

**20 March 2018 - Sofia, Bulgaria**

### **Programme**

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|------------|------------|--|
| 9 a.m.     | 9.30 a.m.  | <b>Registration and welcome coffee</b>   |
| 9.30 a.m.  | 9.50 a.m.  | <b>Welcome address</b> <ul style="list-style-type: none"> <li>❖ Martin Siecker, President of the Section for the Single Market, Production and Consumption, EESC</li> <li>❖ Lalko Dulevski, President of the Bulgarian Economic and Social Council</li> </ul>  |
| 9.50 a.m.  | 10.30 a.m. | <b>Digital consumers: the EU vision</b> <ul style="list-style-type: none"> <li>❖ Emil Karanikolov, Bulgarian Minister for the Economy</li> <li>❖ Francisco Fonseca Morillo, Deputy Director-General, Directorate General for Justice &amp; Consumers, European Commission</li> <li>– Open floor discussion</li> </ul>  |
| 10.30 a.m. | 10.45 a.m. | <b>Keynote speech</b><br><i>Consumers in 2022 – more digital or left behind?</i> Monique Goyens, Director General, BEUC and CCMI delegate  |
| 10.45 a.m. | 12 p.m.    | <b>Panel 1: The digital consumer in Europe today – which threats do we face?</b><br><br>Moderator: Milena Angelova, Member of the Employers' Group, EESC <ul style="list-style-type: none"> <li>❖ <i>Mapping digital consumer trends in Europe</i> – Stefano da Empoli, President, I-Com – Institute for Competitiveness</li> <li>❖ <i>Online dispute resolution</i> – Ignat Arsenov, Director, ECC-Net Bulgaria</li> <li>❖ <i>What do consumers expect of the digital economy? Developments in consumer trust</i> – Jutta Gurkmann, Director Consumer Policy, Federation of German Consumer Organisations</li> <li>❖ <i>The impact of big data on consumer choice</i> – Meelis Kosk, Co-founder, Big Data Scoring</li> <li>– Open floor discussion</li> </ul> |
| 12 p.m.    | 1 p.m.     | <b>Lunch</b>   |

- 1 p.m.      2 p.m.      **Debate: Digital Finance – how can consumers profit?**  
moderated by Bloomberg TV Bulgaria
- ❖ Georgi Atanasoff, Chairman, Better Finance - Bulgarian Financial Forum
  - ❖ Svetoslav Dimitrov, Non-Banking Credit Association

- 2 p.m.      3 p.m.      **Panel 2: Opportunities for the digital consumer**
- Moderator: Dimitar Manolov, Member of the Workers' Group, EESC
- ❖ *The digital consumer in the age of post-mass consumption – the role of the sharing economy* – Michael Kuhndt, Executive Director, Collaborating Centre on Sustainable Consumption and Production (CSCP)
  - ❖ *Digitalisation for ever better public services for consumers* – Jean Eudes Moncomble, Chair Sustainability Board, European Centre of Employers and Enterprises providing Public Services and SGIs (CEEP)
  - ❖ *Fostering the power of responsible artificial intelligence* – Patrick Grant, Adviser, BusinessEurope
  - ❖ *Making technology work for consumers* – Luis Neves, Managing Director, Global e-Sustainability Initiative (GeSI)
  - *Open floor discussion*

3 p.m.      3.15 p.m.      **Coffee break**

- 3.15 p.m.      4.15 p.m.      **Closing Panel: What is the EU doing for consumers in the digital economy?**
- Moderator: Bogomil Nikolov, Member of the Various interests' Group, EESC
- ❖ *The free flow of data and consumer digital rights* – Eva Maydell, MEP
  - ❖ *The challenge of high-level consumer protection in the Digital Single Market* – Francisco Fonseca Morillo, Deputy Director-General, Directorate General for Justice & Consumers, European Commission
  - ❖ *The consumer priorities of the Bulgarian Presidency*, Emil Alexiev, Head of Consumer Policy Unit, Bulgarian Ministry of the Economy
  - *Open floor discussion*

**Closing remarks:**

Martin Siecker, President of the Section for the Single Market, Production and Consumption, EESC