



## Programme

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### First half-Day

**14.00 – 14.10 CET**

#### **Welcome speech**

Petra Hielkema, Chairperson, EIOPA and Chairperson, ESAs Joint Committee<sup>1</sup>

**14.10 – 14.20 CET**

#### **Opening speech**

H.M. Queen Máxima of the Netherlands, the United Nations Secretary-General's Special Advocate for Inclusive Finance for Development (UNSGSA)

**14.20 – 14.40 CET**

#### **Keynote speech**

Mairead McGuinness, EU Commissioner for Financial services, Financial Stability and Capital Markets Union, European Commission

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<sup>1</sup> The EIOPA Chair will take over the European Supervisory Authorities' Joint Committee Chairmanship in 2022

14.40 – 16.00 CET

## SESSION 1: Financial education and Capital Market Union

*The capital markets union (CMU) action plan published by the European Commission in 2020 emphasized the need to make the EU a “safer place for individuals to save and invest” regardless of where they are located. According to the EC Action plan, Financial Education in relation to the CMU will constitute a response to the three major actions identified by the European Commission: (i) empowering citizens through financial literacy; (ii) building retail investors’ trust in capital markets; (iii) supporting people in their retirement. The objective of this session is to exchange views on the importance of financial education and literacy in the EU in the context of CMU and provide concrete solutions to existing challenges and to provide examples of concrete solutions that can be adopted to foster the financial literacy of consumers. It would allow the ESAs to gather further input on how to exercise their coordinating mandate.*

14.40 –14.55 CET

### Insights on the joint EU/OECD-INFE financial competence framework

Flore-Anne Messy, Head of the Consumer Finance, Insurance and Pensions Division, Directorate for Financial and Enterprise Affairs, OECD; and Executive Secretary of the OECD International Network on Financial Education (INFE)

14.55 – 15.50 CET

### PANEL DISCUSSION followed by a Q&A session

Moderator: Natasha Cazenave, Executive Director, ESMA

- Tatyana Panova, Head of Unit, Capital Market Union unit, European Commission (DG FISMA)
- Jean-Paul Servais, Chairman of the Belgian Financial Services and Markets Authority (FSMA) and Vice Chair of the IOSCO Board
- Aleksandra Mączyńska, Executive Director, Better Finance
- Tanguy van de Werve, Director General, the European Fund and Asset Management Association (EFAMA)

15.50 – 16.00 CET

### Coffee break

16.00 – 17.15 CET

## **SESSION 2: Financial education and digitalization with a specific focus on cybersecurity, scams and fraud**

*In a digital fast-paced environment and in the context of the COVID-19 pandemic, consumers and customers increasingly rely on on-line financial services. While there are a number of benefits of using new technologies consumers and customers should also be aware of the risks and in particular of cybersecurity, scams and fraud risks. This session will focus on the importance of financial education in the digitalization context, exploring the changes affecting the financial services, the risks and opportunities for consumers and investors with a specific focus on cyber-security, scams and fraud risks, including on social media. This session would support the ESAs in identifying further actions in the field of financial education and digitalization with a focus on cybersecurity, scams and fraud risks.*

16.00 – 16.15 CET

### **Insights on the rise in online fraud and scams**

Edvardas Šileris, Head of European Cybercrime Centre (EC3), Europol

16.15 – 17.15 CET

### **PANEL DISCUSSION followed by a Q&A session**

Moderator: Francois-Louis Michaud, Executive Director, EBA

- Martin Schmalzried, Senior Policy and Advocacy Manager, COFACE-Families Europe and member of the EBA Banking Stakeholder Group, EIOPA Insurance Stakeholder Group
- Fiona Van Echelpoel, Deputy Director General, Directorate General Market Infrastructure and Payments, European Central Bank
- Wim Mijs, CEO, European Banking Federation
- Maria Lucia Leitão, Head of Banking Conduct Supervision Department, Banco de Portugal

17.15 – 17.30 CET

### **Highlights and concluding remarks**

Verena Ross, Chairperson, ESMA

## Second half-Day

14.00 – 14.10 CET

### Opening remarks

Jose Manuel Campa, Chairperson, EBA

14.10 – 14.25 CET

### Keynote speech

Stéphanie Yon-Courtin, Vice-President of the Economic and Monetary Affairs (ECON) Committee and substitute member of the Internal Market and Consumer Protection Committee (IMCO), European Parliament

14.25 – 15.45 CET

## SESSION 3: Financial education and financial resilience of vulnerable groups

*Throughout their lifetime, individuals today have to make more responsible financial decisions to help secure their financial future than ever before. The COVID-19 pandemic has highlighted the importance of financial resilience and access to financial services, especially digital financial services. Vulnerability of individuals, communities and the environment is a major factor in terms of exposure to financial risks which impacts financial resilience. The session will focus on how financial education can support financial resilience, including on savings, investments, insurance pensions and retirement. It would allow the ESAs to have a better understanding of the risks that some financial consumers could incur.*

14.30 – 14.45 CET

### Insights on financial literacy and financial fragility

Annamaria Lusardi, University Professor of Economics and Accountancy at the George Washington University, academic director of the Global Financial Literacy Excellence Center, and director of the Italian Financial Education Committee

14.45 – 15.45 CET

## PANEL DISCUSSION followed by a Q&A session

Moderator: Fausto Parente, Executive Director, EIOPA

- Anne-Sophie Parent, Former Secretary General, AGE Platform Europe
- Michaela Koller, Director General, Insurance Europe
- Peter Simon, Managing Director of the World Savings and Retail Banking Institute and the European Savings and Retail Banking Group (WSBI-ESBG)
- Magda Bianco, Head of the Consumer Protection and Financial Education Department, Bank of Italy

15.45 – 16.00 CET

## Coffee break

16.00 – 17.15 CET

## SESSION 4: Financial education and sustainable finance

*The ever-rising new sustainable financial products and services influence greatly many aspects of personal finance, creating new learning and educational needs for individuals. Advisers will play an important role to educate consumers on sustainable finance at the point of sale. Under the new MiFID II and IDD Delegated Acts on sustainability, in an advised sale, consumers will be asked to communicate their sustainability preferences which is not possible without some knowledge on sustainable finance. To enable this, advisers should provide at least minimum information to consumers. This session will focus on new trends and current developments in this area and opportunities, challenges, risks that may arise from growing sustainable insurance, banking, and investment possibilities. It will also focus on providing examples of concrete solutions that can be adopted to foster the financial literacy of consumers.*

16.00 – 16.15 CET

## Insights on sustainable finance and disclosures

Prof. Dr. iur. Kern Alexander, Chair for Law & Finance, University of Zurich

16.15 – 17.15 CET

## PANEL DISCUSSION followed by a Q&A session

Moderator: Jakob Thomä, Managing Director, 2Degrees Investing Initiative

- Pasquale Munafò, Senior officer at Consob, International Relations Office, and Chair of the IOSCO C8 on Retail Investors & Co-Chair of the IOSCO C8 WG on Sustainable Finance and Investor Education
- Thierry Philipponnat, Chief Economist, Finance Watch
- Lorraine Cooke, Managing Director (Tax & Financial Advisor), Jigsaw Financial Solutions and Member of Brokers' Ireland Financial Broker Committee
- Lidia del Pozo, Director of Community Investment Programs and responsible of the Global Financial Education Program, BBVA

17.15 – 17.30 CET

## Highlights and concluding remarks

Petra Hielkema, Chairperson, EIOPA and Chairperson, ESAs Joint Committee