



Consumer Forum Czech Republic is pleased to invite you to a roundtable

Consumer Forum 2016: “Czech consumer in the digital and sharing economy”

When: November 4, 2016, 9 am – 2 pm

Venue: Prague, Černá Labuť Event Gallery, Na Poříčí 25, Prague 1

Held under the auspices by Czech State Secretary for European Affairs and Coordinator of Digital Agenda Tomáš Prouza.

Consumers' interest is typically mentioned as one of the key reasons when introducing new regulatory measures. However, is the new regulation always in the consumers' best interest? What is the consumers' real experience with digital and sharing economy services? What problems do they face while using these services? What is their opinion on self-regulatory mechanisms? Do they have enough information? Is the system easy to understand for them? And, what do they really expect from the public sphere and political representatives in this regard?

The goal of the roundtable is to support voice of Czech consumers and consumer organisations. Throughout the dialog with the Czech state officials, political representatives and domestic businesses it intends to contribute to a definition of the desired role of regulations aimed at digital and sharing economy services.

The programme features guest speakers presenting the best practice studies on consumer protection alliances from Italy, supplemented with experience from other countries. The two following panel discussions then provide in-depth debate about two specific areas. The first panel focuses on quality in personal transportation services, the latter deals with online financial services (e.g. online shopping, banking, crowd-funding investing and cashless payment of various state administrative fees and charges).

PROGRAMME:

Chair: Petr Jonák, Board Member, Confederation of Industry of the Czech Republic

9:00

Greetings

Kryštof Kruliš, Chairman of the Board, Spotřebitelské fórum

9:15 – 10:15

Consumer policies in the digital era

Antonio Longo, President Digital Agenda, EESC (European Economic and Social Committee) and Director at Consumers' Forum Italy

Lucie Šestáková, Deputy State Secretary for European Affairs

Dita Charanzová, Member of the European Parliament

Vladimír Bártil, Deputy Minister for Industry and Trade

Aleš Rod, Research Director, Centre for economic and market analysis.

10:15 - 10:30

Coffee Break

10:30 - 11:30

Panel 1: Czech consumers and personal transition services

Kamil Rudolecký, Deputy Minister for Transportation

Kryštof Kruliš, Chairman of the Board, Spotřebitelské fórum

Tomáš Palla, Head of Prague's bureau, Association for Consumers' protection (*Sdružení obrany spotřebitelů*)

Petr Tejkl, Association of public transport passengers (*Svaz cestujících ve veřejné dopravě*)

Jakub Jeřábek, Department of Transportation, The Usti Region

Barbora Poláchová, Marketing Manager, Uber

Barbora Mičková, Chief Institutional Affairs Officer, LEO Express

Pavel Prouza, General Manager ČR and SR, BlaBlaCar

11:40 - 12:40

Panel 2: Digital financial services for Czech consumers

Lenka Dupáková, Deputy Minister of Finance

Aleš Rod, Research Director, Centre for Economic and Market analysis

Libor Dupal, Director, Association of Czech Consumers (*Sdružení českých spotřebitelů*)

Ladislav Kročák, Czech National Bank

Lenka Mužíčková, Director, Next Generation

Miroslav Lukeš, General Manager ČR, SR and Austria, MasterCard

Michal Dyttert, Corporate Affairs Director, Provident Financial

Ondřej Gálik, Head of mobile banking, customer engagement and content marketing, Česká spořitelna bank

12:45 - 13:00

Closing remarks

Marta Nováková, President, Czech Confederation of Commerce and Tourism