



## **G20 Consumer Summit**

### **Building a digital world consumers can trust**

#### **15 March 2017**

**Steigenberger Hotel, Los-Angeles-Platz 1, Berlin, Germany**

On World Consumer Rights Day, and as part of the German presidency of the G20, the German Federal Ministry of Justice and Consumer Protection (BMJV), Consumers International (CI) and the Federation of German Consumer Organizations (vzbv) will host a consumer summit to highlight the importance of consumer protection and empowerment in the digital economy.

## **Provisional Agenda**

### **14 March**

19.00

#### **Reception**

Hosted by Heiko Maas, German Federal Minister of Justice and Consumer Protection

### **15 March**

9.30

#### **Welcome and keynotes**

Presented by the German Federal Ministry of Justice and Consumer Protection, Consumers International and the Federation of German Consumer Organizations

10.15

#### **Results from new international research**

Presented by ConPolicy, Institute for Consumer Policy, and the OECD

10.45

#### **Responses from G20 governments and leaders of civil society**

Governments and leaders of the consumer movement in G20 countries reflect upon how consumers can be protected and empowered online and how collectively people's trust in digital can be built.

11.45

#### **Coffee break**

12.15

#### **Discussion of leaders from business and civil society**

Leaders from business and civil society give insights from around the globe and discuss their views on the digital challenges and opportunities facing consumers.

13.00

#### **Lunch**

14.30

**Keynote speech**

Connection and innovation: making digital work for consumers

15.00

**Expert panels**

Experts discuss innovative solutions to key consumer issues in the digital age:

- **Inclusion:** supporting consumers' access to the opportunities of the digital economy
- **Consumer data:** giving consumers clarity and control over the use of their online data
- **Online security:** protecting consumers' identity, privacy and assets
- **E-commerce and online services:** creating fairness and trust
- **Legal frameworks:** achieving an effective governance of a global, interconnected digital world

16.30

**Coffee break**

17.00

**Wrap up**

17.30

**Informal networking with refreshments**

PLEASE NOTE: This event is by invitation only.

The meeting language will be English with translation in German and Spanish.

This agenda is provisional and agenda items and timings may be subject to change.

More details will be available at [www.bmjv.de/G20ConsumerSummit](http://www.bmjv.de/G20ConsumerSummit)