

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

**20 March 2018 - Sofia, Bulgaria**

**Programme**

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| 9 a.m. | 9.30 a.m. | ***Registration and welcome coffee*** |
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| 9.30 a.m.  9.50 a.m. | 9.50 a.m.  10.45 a.m. | ***Welcome address***   * Martin Siecker, President of the Section for the Single Market, Production and Consumption, EESC * Lalko Dulevski, President of the Bulgarian Economic and Social Council   ***Digital consumers: the EU vision***   * Emil Karanikolov, Bulgarian Minister for the Economy * Francisco Fonseca Morillo, Deputy Director-General, Directorate General for Justice & Consumers, European Commission * *Open floor discussion* |
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| 10.45 a.m. | 12 p.m. | ***Panel 1: The digital consumer in Europe today – which threats do we face?***  Moderator: Milena Angelova, Member of the Employers' Group, EESC   * *Mapping digital consumer trends in Europe* – Stefano da Empoli, President, I-Com – Institute for Competitiveness * *Online dispute resolution* – Ignat Arsenov, Director, ECC-Net Bulgaria * *The impact of big data on consumer choice* –Meelis Kosk, Co-founder, Big Data Scoring |
|  |  | * *Open floor discussion* |
| 12 p.m. | 1 p.m. | ***Lunch*** |
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| 1 p.m. | 2 p.m. | ***Debate: Digital Finance – how can consumers profit?***  moderated by Bloomberg TV Bulgaria   * Georgi Atanassoff, Chairman, Bulgarian Financial Forum, representative of Better Finance for Bulgaria * 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 Eude*s* 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*** |
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| 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 |