



The EUROPEAN SUPERVISOR EDUCATION INITIATIVE (ESE)

presents the seminar on

“SAFEGUARDING CONSUMERS INTERESTS

—

A SUPERVISORS VIEW“

28th -29th November 2024

OBJECTIVES

The objective of this seminar is to improve the competence of participants involved in Consumer Protection issues. You will get an overview of the legal background, the regulatory treatment and the application of supervisory tools in practice from supervisors in charge, meaning:

- You will get knowledge about BaFin's (Bundesanstalt für Finanzdienstleistungsaufsicht/German Federal Financial Supervisory Authority) role in consumer protection and consumer education.
- You will get deeper knowledge of market monitoring and mystery shopping.
- You will gain recommendations how to handle complaints in supervision and consumer protection.
- You will get an insight view on the topic fraud investigation (and in some extent prevention) with a deeper focus on cyber risks.

There will also be room for discussing lessons learned and possible improvements of existing regulation.

The working-language is English.

The seminar is being organised by German Federal Financial Supervisory Authority and the European Supervisor Education Initiative (ESE).

TARGET GROUP

The seminar is designed for newcomers and other interested supervisors from the relevant supervisory sectors, who are currently involved (or will be involved in the future) in Consumer Protection issues. The seminar is open to supervisors from EEA and non-EEA countries.

BACKGROUND

Financial or legal background of the participants as well as some basic knowledge of the legal background or practical experience in Consumer Protection issues might be useful.

TRAINERS

Experts from the German Federal Financial Supervisory Authority (BaFin).

DURATION

The duration of the seminar is 1.5 days.



EUROPEAN SUPERVISOR EDUCATION INITIATIVE

ESE Seminar

“SAFEGUARDING CONSUMERS INTERESTS — A SUPERVISORY VIEW“

AGENDA

Day 1, Thursday 28th November 2024 from 13:00 – 19:00

13:00 – 14:00

Registration and Light Lunch

14:00 – 14:15

Welcome and Opening Remarks

ESE Representative: INT, BaFin

14:15 – 15:00

The role of Consumer Protection in the German Federal Financial Supervisory Authority (BaFin)

Speaker: VBS, BaFin

15:00 – 15:45

Market Monitoring and Mystery Shopping

Speaker: VBS, BaFin

15:45 – 16:15

Coffee Break

16:15 – 17:00

Consumer Education

Speaker: VBS, BaFin

17:15 – 19:00

Evening Event: Finger Food Dinner at Bonn's Christmas Market



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Day 2, Friday 29th November 2024 from 9:00 – 13:45

09:00 – 09:15

Registration

09:15 – 10:00

The handling of Complaints: Supervision and Consumer Protection

Speaker: BaFin

10:00 – 11:15

Fraud Investigation and Consumer Protection (I)

Speaker: BaFin

11:15 – 11:45

Coffee Break

11:45 – 12:30

Fraud Investigation and Consumer Protection (II)

Speaker: BaFin

12:30 – 12:45

Closing Remarks

ESE Representative: INT, BaFin

12:45 – 13:45

Light Lunch

End of Training

ORGANISATIONAL INFORMATION

Seminar Venue

German Federal Financial Supervisory Authority (BaFin),
Graurheindorfer Straße 108,
53117 Bonn, Germany

Accommodation

A hotel block booking cannot be arranged and therefore accommodation should be organised by the participants themselves. For your convenience, we would like to recommend the following hotel:

Motel One Bonn-Beethoven
Berliner Freiheit 36
53111 Bonn/ Germany

Registration

Please register via the ESE website:

<https://www.ese-initiative.org/ease-en/trainings/online-registration>

Registration Deadline: **Thursday, 31 October 2024**



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Seminar fee

The seminar is free of charge.

Kindly note that expenses for the Evening Event on 28th of November (Finger Food Dinner at Bonn's Christmas Market) and the local public transportation costs for the travel to the Christmas Market must be paid by each participants pocket expenses. We expect that these costs will not exceed 50 Euros.

Light Lunches and snacks will be provided throughout the training. Ancillary costs (e.g., for travelling, accommodation, additional drinks, etc.) are to be borne by the participants themselves.

CONFIRMATIONS

Confirmations will be sent after the registration deadline.

LIMITATIONS

Participation will be limited both in terms of total participants and by participants per institution.

SEMINAR ORGANISATION

ESE Secretariat at Deutsche Bundesbank, Central Office Frankfurt

Email: ese-initiative@bundesbank.de

ABOUT ESE

The European Supervisor Education Initiative (ESE) is an alliance of central banks and supervisory authorities in Europe with the objective to qualify financial supervisors in Europe. Its members are Banka Slovenije, Banque centrale du Luxembourg, Czech National Bank, De Nederlandsche Bank, Deutsche Bundesbank, German Federal Financial Supervisory Authority and Oesterreichische Nationalbank.

ESE is committed to high level training based on uniform standards to enhance financial supervisors' knowledge and skills and to promote a common European supervisory culture and practice. The initiative offers a modular seminar programme for banking, insurance and securities and markets supervisors, financial stability analysts and economists from central banks and supervisory authorities in Europe.

ESE is always open to new members or cooperations. Any contribution by European central banks, supervisory authorities or other institutions in the field of financial supervision sharing the idea that training is crucial to the success of financial supervision is highly appreciated.