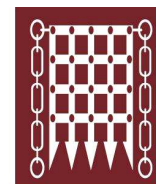


Westminster Business Forum policy conference
Next steps for consumer protection in the UK - use of data, dispute resolution and the changing roles of regulators

Timing: Morning, Monday, 9th December 2019

Venue: Royal Over-Seas League, Over-Seas House, Park Place, London SW1A 1LR



**WESTMINSTER
BUSINESS
FORUM**

Draft agenda subject to change

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chair's opening remarks**
Rt Hon the Lord McNally
- 9.05 - 9.20 **The role of regulators in digital markets - scope of powers, speed and agility, and addressing emerging issues**
Jason Freeman, Director, Consumer Law and International Policy, Competition and Markets Authority
- 9.20 - 10.10 **Key developments in consumer protection policy - collaboration, cross-border enforcement and the future direction for government policy**
Ian Thompson, Senior Consultant, Economic Insight
Sue Davies, Strategic Policy Advisor, Which?
Lisa Ball, Legal Director, Customer Experience, BT Group
Leon Livermore, Chief Executive, Chartered Trading Standards Institute
Rod Freeman, Partner, Cooley
Questions and comments from the floor
- 10.10 - 10.45 Coffee
- 10.45 - 11.15 **Effective dispute resolution in the digital age - data and consumer markets, the regulatory framework, and how essential services need to innovate**
Matthew Vickers, Chief Executive Officer and Chief Ombudsman, Ombudsman Services
Questions and comments from the floor
- 11.15 - 11.30 **'Protecting consumers of critical services - learning from recent experience'**
Charles Nancarrow, Director, Trade and Regulation, National Audit Office
- 11.30 - 12.25 **Issues for data and technology in consumer markets - portability and supporting vulnerable consumers**
Jane Rumble, Director of Consumer Policy, Ofcom
Philip James, Partner, Sheridans
David Stallibrass, Senior Advisor, Fingleton
Matthew Upton, Director of Policy, Citizens Advice
Chris Harris, Regulation Director, npower
Questions and comments from the floor with **Charles Nancarrow**, Director, Trade and Regulation, National Audit Office
- 12.25 - 12.55 **Modernising consumer markets: the future scope of consumer protection in the UK**
Wendy Martin, Director, National Trading Standards
Questions and comments from the floor
- 12.55 - 13.00 **Chair's and Westminster Business Forum closing remarks**
Rt Hon the Lord McNally
Jonny Roberts, Head of Forward Planning and Political Research, Westminster Business Forum