

G20 International Conference on Consumer Policy -Emerging Challenges to Consumer Policy in the Digital Age- 5 and 6 September 2019 Tokushima, Japan

4 September

17:00 Registration

18:00- Welcome reception (organized by Tokushima Prefectural Government)

5 September

8:30 Registration

9:00 Opening remarks and Photo

Mr. Mitsuhiro MIYAKOSHI

Minister of State for Consumer Affairs and Food Safety, Japan

Mr. Kamon IIZUMI

Governor of Tokushima Prefecture, Japan

Mr. Thomas BLÖINK

Head of Directorate, - Consumer Policy, Digital Society -, Federal Ministry of Justice and Consumer Protection, Germany

Mr. Fernando BLANCO MUIÑO

National Director on Consumer Protection, Ministry of Production and Labor, Argentina

Ms. Helena LEURENT

Director General, Consumer International (CI)

9:30- **Panel 1: Adjusting Policy to Rapidly-Changing
10:45 Technologies**

Chair:

Mr. Susumu SAKATA

Director General, Consumer Affairs Agency, Japan

Mr. Thomas BLÖINK

Head of Directorate, - Consumer Policy, Digital Society -, Federal Ministry of Justice and Consumer Protection, Germany

Ms. Marie-Paule BENASSI

Acting Director, Directorate General Justice and Consumers, European Commission

Ms. Mette Rose SKAKSEN

Deputy Director General, Competition and Consumer Authority, Ministry of Business and Growth, Denmark

Ms. Kristina VAKSMAA-TAMMARU

Director of Division, Consumer Protection and Technical Regulatory Authority, Estonia

Mr. Dirk PILAT

Deputy Director, Directorate for Science, Technology and Innovation, OECD



10:45- Coffee break

11:15- **Panel 2: Strengthening Cross-border Cooperation**

12:30 **Chair: Mr. Susumu SAKATA**

Director General, Consumer Affairs Agency, Japan

Mr. Andrew Hunter HADLEY

Assistant Director Consumer Policy, Policy and International, Competition and Markets Authority, United Kingdom

Mr. Hugh STEVENSON

Deputy Director for International Consumer Protection, Federal Trade Commission, United States

Mr. Lars GRØNDAL

Acting Deputy Director General, Department of Consumer Religious and Life Stance Affairs, Ministry of Children and Families, Norway

Mr. Brian Muletambo LINGELA

Director Consumer Protection, Competition and Consumer Protection Commission, Zambia

12:30- Lunch

13:45- **Lunch Time Session: Report from G20 Ibaraki-Tsukuba**
14:00 **Ministerial Meeting on Trade and Digital Economy**

Mr. Yoichi IIDA

Deputy Director General, G7/G20 Relations Co-Chair of G20 Digital Economy Task Force, Ministry of Internal Affairs and Communications, Japan

14:00- **Panel 3: Enhancing the impact of product recalls in the**
15:15 **Digital Age**

Chair: Mr. Susumu SAKATA

Director General, Consumer Affairs Agency, Japan

Mr. Neville MATTHEW

General Manager, Consumer Product Safety, Australian Competition and Consumer Commission, Australia

Mr. Euan FRASER

Science, Technology and Product Safety Risk Manager, Department for Business, Energy and Industrial Strategy, United Kingdom

Ms. Marie-Paule BENASSI

Acting Director, Directorate General Justice and Consumers, European Commission

Mr. Dirk PILAT

Deputy Director, Directorate for Science, Technology and Innovation, OECD



Mr. Nobuyuki HARA

Director, Product Safety Division, Ministry of Economy, Trade and Industry, Japan

Mr. Yoshifumi AYUSAWA

Director, Consumer Safety Division, Consumer Affairs Agency, Japan

15:15- **Panel 4: Dispute Resolution and Redress and New**
16:30 **Technologies**

Chair: Mr. Susumu SAKATA

Director General, Consumer Affairs Agency, Japan

Mr. Alexandre Carneiro PEREIRA

Coordinator for Articulation and Institutional Relations, Ministry of Justice and Public Security, Brazil

Mr. Taehyung LEE

Assistant Manager, General Consumer Redress Team, Department of Consumer Redress, Korea Consumer Agency, Korea

Ms. Anna KOROLEVA

Consultant, Department of Science and International Cooperation, Federal Service for Surveillance on Consumer Rights Protection and Human Wellbeing, Russia

Ms. Ana Catarina FONSECA

Director General, Consumer Directorate General, Ministry of Economic Affairs, Portugal

16:30- Coffee break

17:00- **Panel 5: The Role of Consumer Protection Agencies in**
18:15 **Attaining the Sustainable Development Goals**

Chair: Mr. Susumu SAKATA

Director General, Consumer Affairs Agency, Japan

Mr. Fernando BLANCO MUIÑO

National Director on Consumer Protection, Ministry of Production and Labor, Argentina

Mr. Ryusuke TAKASHIMA

Director General, Consumer Affairs Agency, Japan

Ms. Mia OHLSSON

Head of Department, Swedish Consumer Agency, Sweden

Ms. Teresa MOREIRA

Head, Competition and Consumer Policies Branch, UNCTAD

18:30- Dinner



6 September

9:00- **Panel 6: Protecting Vulnerable Consumers in the Digital Age**
10:15

Chair: Ms. Akiko ITO
Commissioner, Consumer Affairs Agency, Japan

Mr. Abhay KUMAR

Director, Department of Consumer Affairs, Ministry of Consumer Affairs, Food and Public Distribution, India

Mr. Omar Mohammed Al SUHAIBANI

Deputy Minister for Consumer Protection, Ministry of Commerce and Investment, Saudi Arabia

Mr. Andrew Hunter HADLEY

Assistant Director Consumer Policy, Policy and International, Competition and Markets Authority, United Kingdom

Ms. Satu TOEPFER

Senior Legal Adviser Consumer Protection, The Finish Competition and Consumer Authority, Finland

Mr. Herbert FUNG

Senior Director, Business & Economics Division, Competition and Consumer Commission of Singapore, Singapore

Ms. Helena LEURENT

Director General, Consumer International (CI)

10:15- Coffee break

10:30- **Tokushima session: Promoting Consumer Education to young people (organized by Tokushima Prefecture)**
12:00

Moderator: Dr. Takao NISHIMURA
Emeritus Professor, Yokohama National University, Japan

Mr. Kamon IIZUMI

Governor of Tokushima Prefecture, Japan

Dr. Yuka SAKAMOTO

Associate Professor, Graduate School, Naruto University of Education, Japan

Dr. Antonios KARAISKOS

Associate Professor, Graduate School of Law/Faculty of Law, Kyoto University, Greece

Dr. Jinsook LEE

Head of Team (Consumer Information Management Team), Department of Consumer Information & Education, Korea Consumer Agency, Korea



12:00- Closing remarks
12:15

Mr. Omar Mohammed Al SUHAIBANI

Deputy Minister for Consumer Protection, Ministry of
Commerce and Investment, Saudi Arabia

Ms. Akiko ITO

Commissioner, Consumer Affairs Agency, Japan

12:30- Lunch and Study Tour
16:00



Consumer Affairs Agency
Government of Japan



*Tokushima Prefectural
Government*