

Towards the future: Protecting vulnerable consumers (not only) in the digital age

BRATISLAVA, 8 MARCH 2024
10:00 - 12:00 (SLOVAKIAN TIME)



European
Commission



MINISTERSTVO
HOSPODÁRSTVA
SLOVENSKEJ REPUBLIKY

Consumer Dialogue

8 March 2024, Bratislava

Towards the future: Protecting vulnerable consumers (not only) in the digital age

The European Commissioner for Justice, Mr. Didier Reynders, and the State Secretary of the Ministry of Economy of the Slovak Republic, Mr. Vladimír Šimoňák, cordially invite you to the Consumer Dialogue in Slovakia, which will take place on 8 March 2024 at 10:00 at the premises of the Representation of the European Commission in Slovakia, Palisády 29, 811 06 Bratislava.

In its consumer policy strategy for 2020-2025, the New Consumer Agenda, the European Commission underlined its intention to put in place consumer policy instruments to protect all consumers when dealing with professional traders. It attaches special importance to groups of consumers who are particularly vulnerable in certain situations and need increased protection.

Over the past period, several pieces of legislation have been adopted at European Union level to promote a high level of consumer protection and legal certainty for all parties involved. The new challenges of the times, such as rising prices and interest rates due to inflation, consumers' lack of awareness of their consumer rights and advancing digitalisation increase the risk of infringements of the rights of vulnerable consumers. Lack of skills, capabilities or potential inability to integrate into the digital transformation process must not discriminate against those whose consumer rights should be promoted and protected as a priority.

In order to discuss topical consumer protection issues, the European Commission organises a series of events in the Member States called Consumer Dialogues, to discuss with national authorities and stakeholders their experience with the Consumer Agenda, to take stock of consumer policy and to promote cooperation on consumer protection.

The Consumer Dialogue in Slovakia is organised by the European Commission in cooperation with the Ministry of Economy of the Slovak Republic. After an introductory video message by European Commissioner for Justice Didier Reynders and a contribution by Vladimír Šimoňák, State Secretary of the Ministry of Economy of the Slovak Republic, a panel discussion will take place with a representative of the European Commission, public authorities in the Slovak Republic and other stakeholders.

Nils Behrndt

Deputy Director-General
Directorate-General for Justice and Consumers
European Commission

Vladimír Šimoňák

State Secretary
Ministry of Economy
of the Slovak Republic

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Consumer Dialogue:

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Program

09.30 **Welcome coffee**

10.00 **Opening words**

Radim Dvořák, Deputy Head of Representation of the European Commission in Slovakia

10.05 **Greetings from the Commissioner**

Didier Reynders, Commissioner for Justice, European Commission

10.15 **Priorities for future EU consumer policy – Slovakia perspective**

Vladimír Šimoňák, State Secretary of the Ministry of Economy of the Slovak Republic

10.30 **Panel discussion**

Protecting vulnerable consumers (not only) in the digital age:

- **Ivana Pavlovská**, Director General for Consumer Protection and Market Surveillance, Ministry of Economy of the Slovak Republic
- **Roman Fusek**, Director of the Financial Consumer Protection Department, National Bank of Slovakia
- **Petra Vargová Čakovská**, Consumer Organization Spoločnosť ochrany spotrebiteľov (S.O.S.) Poprad
- **Ľubomír Tuchscher**, Executive Director of the Slovak Branded Goods Association
- **Marek Machata**, President of the Association of Organizations of Disabled People in Slovakia
- **Isabelle Pérignon**, Director for Consumers, Directorate-General Justice and Consumers, European Commission

Moderator: **Barbara Zmušková**

11.50 **Conclusions**

- European Commission
- Ministry of Economy of the Slovak Republic

12.00 **Networking lunch**

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Friday, 8 March 2024 from 10:00 to 12:00

The event will be in Slovak and English. There will be interpretation from and to each language.
In order to have a good connection please download Google Chrome on your computer or laptop.

To follow the event Friday between 10.00 and 12.00 (Slovak time):

YouTube

To watch the event live on Friday with interpretation you can follow the broadcasting on Youtube in **Slovak and English**. **To connect to this conference and to see it as video-on-demand afterwards during 1 month, please connect to Youtube link below:**

Youtube link: <https://streamyourmeeting.eu/consumerdialogue080324>

Password: NCA080324

WEBEX

Meeting link:

<https://microson.webex.com/microson/j.php?MTID=m0e7b7ac2a19e60f283139c3a0b110e05>

Meeting number: 2552 518 4530

Password: zvDdnKjm587 (98336556)

Webex User guide

<https://help.webex.com/en-us/article/o0p0l4/Simultaneous-interpretation-in-Webex-meetings,-webinars-and-Personal-Rooms>

SLIDO

In order to vote, you need to download the app from the App Store (Apple) or Google Play (Android) and install it on your smartphone or tablet.

Join at [slido.com](https://www.slido.com):

Meeting code: 1711211

Password: djb9dl