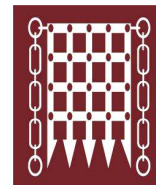


Westminster Business Forum policy conference
Consumer protection in the UK - Smart Data, modernising consumer markets and the changing roles of regulators

Timing: Morning, Monday, 9th December 2019

Venue: Central London



**WESTMINSTER
BUSINESS
FORUM**

Draft agenda subject to change

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chair's opening remarks**
John Howell MP, Chair, All-Party Parliamentary Group on Alternative Dispute Resolution
- 9.05 - 9.30 **The role of regulators in digital markets - scope of powers, speed and agility, and addressing emerging issues**
Jason Freeman, Director, Consumer Law, Competition and Markets Authority
Questions and comments from the floor
- 9.30 - 10.20 **Key developments in consumer protection policy - collaboration, cross-border enforcement and the Consumer White Paper**
Sarah Cox, Chief Operating Officer, Ofgem
Ian Thompson, Senior Consultant, Economic Insight
Sue Davies, Strategic Policy Adviser, Which?
Senior representative, utilities provider
Senior representative, local trading standards office
Questions and comments from the floor
- 10.20 - 10.25 **Chair's closing remarks**
John Howell MP, Chair, All-Party Parliamentary Group on Alternative Dispute Resolution
- 10.25 - 10.50 Coffee
- 10.50 - 10.55 **Chair's opening remarks**
Yvonne Fovargue MP, Chair, All-Party Parliamentary Group on Consumer Protection
- 10.55 - 11.20 **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
- 11.20 - 11.30 **Protecting consumers of critical services - options for further regulation**
Charles Nancarrow, Director, Trade and Regulation, NAO
- 11.30 - 12.25 **Issues for data and technology in consumer markets - portability, loyalty penalties and supporting vulnerable consumers**
Ali Law, Head of Policy, UK and Ireland, Sky
Jane Rumble, Director of Consumer Policy, Ofcom
Philip James, Partner, Sheridans
Senior representative, consumer group
Academic
Questions and comments from the floor with **Charles Nancarrow**, Director, Trade and Regulation, NAO
- 12.25 - 12.55 **Modernising consumer markets: the future scope of consumer protection in the UK**
Senior speaker confirmed from **Department for Business, Energy and Industrial Strategy**
Questions and comments from the floor
- 12.55 - 13.00 **Chair's and Westminster Business Forum closing remarks**
Yvonne Fovargue MP, Chair, All-Party Parliamentary Group on Consumer Protection
Peter van Gelder, Director, Westminster Business Forum