



AGENDA

European Consumer Summit 2025

“A better future for consumers and competitiveness”

Tuesday, 20 May 2025

Thon Hotel Brussels City Centre, Avenue du Boulevard 17, 1210 Brussels

Moderated by Filip Van den Abeele

19 May

18:30 – 22:00 **Networking dinner**, Restaurant Albert, Mont des Arts 27, 1000 Brussels

20 May

08:00 – 09:00 **Registration and welcome coffee**

09:00 – 09:05 **Opening** by Nils Behrndt, Deputy Director-General, DG Justice and Consumers, European Commission

09:05 – 09:20 **Welcome session**

09:20 – 09:35 **In conversation with Michael McGrath, Commissioner for Democracy, Justice, the Rule of Law and Consumer Protection, European Commission**

‘Fireside chat’ with Isabelle Pérignon, Director, DG Justice and Consumers, European Commission

09:35 – 11:00 **High-Level Panel: A competitive Europe protecting its consumers**

Speakers:

- Michael McGrath, Commissioner for Democracy, Justice, the Rule of Law and Consumer Protection, European Commission

- Anna Cavazzini, Member of the European Parliament, Chair of the Committee on Internal Market and Consumer Protection (IMCO)
- Agustin Reyna, Director-General, BEUC
- Markus Beyrer, Director-General, BusinessEurope

11:00 – 11:30

Coffee break

11:30 – 13:00

1st thematic discussion: Strengthening consumer protection through effective enforcement

Speakers:

- Salvatore De Meo, Member of the European Parliament, Committee on Internal Market and Consumer Protection (IMCO)
- Isabelle Buscke, Head of EU Liaison Office, Federation of German Consumer Organisations (vzbv)
- Christel Delberghe, Director-General, EuroCommerce
- Gero Furchheim, President, eCommerce Europe
- Edwin van Houten, Director, Consumer Department, Netherlands Authority for Consumers and Markets (ACM)
- Sarah Lacoche, Director-General, French Directorate-General for Competition, Consumer Affairs and Fraud Control (DGCCRF)

13:00 – 14:30

Lunch break

14:30 – 16:00

2nd thematic discussion: Shaping a safe digital market for young consumers

Speakers

- Christel Schaldemose, Member of the European Parliament, Committee on Internal Market and Consumer Protection (IMCO)
- Celia Hodent, Independent Game UX Strategist, founder of the Ethical Games initiative and founder and chair of the Game UX Summit
- João, Youth ambassador, Better Internet for Kids
- Andreas Maaløe Jespersen, Expert on Consumer Behavior and Assistant Director of Consumer Policy, Danish Competition and Consumer Authority
- Monika Namysłowska, Professor, University of Lodz

16:00 – 16:30

Closing words

- Lars Arent, Director, European Consumer Centre, Denmark
- Bianca Schulz, Director, European Consumer Centre, France

16:30 – 18:30

Networking reception