



SEBI– OECD ASIAN SEMINAR
“EMERGING TRENDS IN FINANCIAL CONSUMER PROTECTION
ACROSS ASIA”

4-5 February 2016
Mumbai, India

DRAFT PROGRAMME

DAY 1	
4 February 2016	
08:00 – 09:00	Registration of participants
09:00 - 09:10	Welcome and opening remarks Mr André Laboul, Deputy Director, Directorate for Financial and Enterprise Affairs, OECD
09:10 – 10:00	Key Addresses : <ul style="list-style-type: none"> ➤ Representative from India ➤ Representative from the OECD
10:00 - 10:30	Coffee break
Session I : Emerging frameworks for financial consumer protection across Asia	
10:30 – 12:00	<i>Issues: Speakers will provide a brief overview of their own jurisdiction’s current financial consumer protection policy, regulatory and supervisory developments. The Moderator will open the discussion and ask the speakers first, followed by the audience, to talk about the key financial consumer protection and market conduct challenges across the region, as well as providing critical insights and comments on the effectiveness of emerging policy, regulatory and supervisory frameworks for financial consumer protection and their importance for Asian economies.</i>
12:00 -14:00	Lunch Hosted by SEBI
Session II: A review of institutional approaches to support financial consumer protection	
14:00 – 15:30	<i>Issues: Jurisdictions have adopted different approaches to developing a regulatory and supervisory infrastructure to support financial consumer protection. When designing and implementing an appropriate framework, policy makers, regulators and supervisors need to take into account the nature, scale and complexity of national/regional financial markets and the specificities of all market players. The speakers will highlight different institutional arrangements and comment on how</i>

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	<i>an effective system for financial consumer protection regulation and supervision ensures that there are clear roles, responsibilities and objectives set for each authority involved.</i>
15:30 – 16:00	Coffee break
Session III: Improving Policy by Analysing Consumer Complaints Data	
16:00 – 17:30	<i>Issues: Access to appropriate complaints handling and redress mechanisms plays a central role in helping financial services providers and their authorised agents maintain a healthy and trusted relationship with their customers, while promoting consumer confidence and achieving equitable outcomes. Policy makers, regulators and supervisors can analyse financial consumer complaints data as a way to gain information and identify trends to improve market conduct and consumer risks, regulator gaps, systemic irregularities in the market place, and to assess the effectiveness of regulator measures and compliance with laws and regulations.</i>
18:30 – 21:30	Dinner hosted by SEBI Venue: tbc

DAY 2	
5 February 2016	
Session IV: Consumer Protection: Technology and Alternative Delivery Channels	
09:00 – 10:30	<i>Issues: The impact of new technology and the development of alternative delivery channels for financial products and services, including the model of agent banking and through mobile, electronic and branchless distribution of financial services, can provide consumers with potential benefits, greater choice and access. This session will highlight how consumers and in particular new market entrants can be empowered via new technology and the speakers will address the appropriate policy, regulatory and supervisor mechanisms needed to ensure the safe and secure delivery of financial services through alternative delivery mechanisms and technological innovations.</i>
10:30- 11:00	Coffee break
Session V: Co-ordinating consumer protection, inclusion and investor education	
11:00 - 12:30	<i>Issues: Widening the access to financial services to those on low incomes supports inclusive economic growth, helps to reduce social and economic inequalities and is a central policy concern for many Asian economies. The integration of effective financial consumer protection regimes with enhanced financial and investor education interventions are the foundations on which to promote access to financial products and services, while at the same time, supporting the development of sustainable and sound financial systems. This session will identify key lessons on the co-ordination of overarching policy frameworks that integrate financial consumer protection, inclusion and investor education policies.</i>
12:30	Conference Conclusion and Closing remarks: Mr André Laboul, Deputy Director, Directorate for Financial and Enterprise Affairs, OECD.

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