

EBA Day on Consumer Protection

Thursday, 25 October 2012



List of speakers

Opening speech: Andrea Enria (EBA)

Key note speech: Jean-Yves Muylle (European Commission)

Panel 1

Moderator: Iain D.C. Ramsay (Kent Law School)

Panel: Annik Lambert (European Mortgage Federation), Jean Cooper (UK FSA), Monique Goyens (BEUC), Tanguy van de Werve (Eurofinas)

Panel 2

Moderator: Mick McAteer (FSUG)

Panel: Guillaume Prache (EuroFinuse), Manooj Mistry (Deutsche Bank), Caroline Gourisse (European Savings Banks Group), Anthony Kruizinga (DNB)

Panel 3

Moderator: Robin Jarvis (Brunel Business School)

Panel: Eric Leenders (BBA/EBF), Fernando Herrero (ADICAE), László Balogh (Hungarian FSA)

Closing remarks: Adam Farkas (EBA)

Andrea Enria

Andrea Enria took office as the first Chairman of the European Banking Authority on 1 March 2011. Before that date he was the Head of the Regulation and Supervisory Policy Department at the Bank of Italy. He previously served as Secretary General of CEBS, dealing with technical aspects of EU banking legislation, supervisory convergence and cooperation within the EU. In the past, he also held the position of Head of Financial Supervision Division at the European Central Bank. Before joining the ECB he worked for several years in the Research Department and in the Supervisory Department of the Bank of Italy. Mr Enria has a BA in Economics from Bocconi University and a M. Phil. in Economics from Cambridge University.



Jean-Yves Muylle

Jean-Yves Muylle is Head of the "Retail financial services and consumer policy" unit at the European Commission (Directorate General for the Internal Market and Services) since January 2008. He joined the European Commission in 1996 and held different positions in the same Directorate General, including the post of Assistant to the Director General and Head of the "Financial Services Policy" unit.



He is a graduate from the Université Catholique de Louvain and post-graduate from the College of Europe, Bruges. Before joining the European Commission, Mr Muylle has held different positions in the EU-related business.

Current Position: Professor of Law, Kent Law School, University of Kent, Canterbury, UK 2007-

Employment History

Professor of Law, Osgoode Hall Law School, York University, Toronto, Canada 1988-2007.

Visiting Professor of Law,

Osgoode Hall Law School 1986-88

Lecturer in Law, University of Newcastle upon Tyne, England 1981-88

Legal Research Officer, Institute of Law Research and Reform, University of Alberta, Canada 1977-81

Assistant Professor, University of Western Ontario, London, Ontario, Canada 1973-77.

Visiting Professor

University of Tokyo , March 2009

Federal University of Rio Grande do Sul, Brazil, August, 2008

University of Sydney, March 2008

University of Wisconsin-Madison, Institute of Legal Studies, Fall 1999

Ritsumeikan University, Kyoto, Japan, 1996

Other appointments

Member, Drafting Committee, World Bank Working Group on Insolvency of Natural Persons

Elected Member, American Law Institute

Member Federal Task Force on Personal Insolvency, Canada 2000-2002

President International Association of Consumer Law 2003-07

Member, International Protection of Consumers Committee, International Law Association 2008-

Editor-in-Chief Osgoode Hall Law Journal, York University, Canada 2003-2006

Editorial Advisory Board

Journal of Consumer Policy 1995-

SSRN Consumer Law Journal 2007-

European Journal of Consumer Law 2009-

Journal of European Consumer and Market Law 2010-

Consumer Law Journal (Nigeria and Brazil) 2006-

LL.B (Hons.) Edinburgh 1971, LL.M. McGill, Montreal 1973



Annik Lambert

Annik Lambert is Secretary General of the European Mortgage Federation, the members of which grant 75% of Europe's outstanding mortgage loans. She represents the interests of EU mortgage lenders in discussions with the European Institutions and stakeholders in general on issues relating to both the retail and funding sides of the business. Ms Lambert is a lawyer with a special degree in Financial Law. She joined the EMF in 1992, becoming Deputy Secretary General in 1995 and Secretary General in 2005. Between 1987 and 1992, she was the Head of the Legal Department of a private company. Prior to this, she worked as a Barrister in Brussels from 1982 until 1987.



Jean Cooper

Jean Cooper a manager in the FSA's Policy Division. Until recently she lead Banking and Payments team at the FSA and she is currently leading the Consumer Credit Policy team, which is working on policy aspects of the proposed transfer of responsibility for UK consumer credit regulation from the Office of Fair Trading to the Financial Conduct Authority. Before coming to the FSA, Ms Cooper was at the Bank of England in a variety of policy and supervision roles.



Monique Goyens

As Director General of BEUC, Monique Goyens represents 42 independent national consumer associations in 31 European countries acting as a strong consumer voice in Brussels, ensuring that consumer' interests are given weight in the development of policies and raising the visibility and effectiveness of the consumer movement through lobbying EU institutions and media contacts.



As a consumer expert and advocate, she is member of the EU High-level Expert Group on reforming the structure of the EU banking sector (Liikanen group) and is a delegate in the Consultative Commission on Industrial Change of the European Economic and Social Committee. She is also member of the EU High-level Group on the sustainability of the food supply chain, of the EU Resource Efficiency Platform and is substitute member of the SEPA-Council.

In her capacity as BEUC Director General, Ms Goyens is currently EU co-chair of the Transatlantic Consumer Dialogue (TACD) a network of EU and US consumer organisations (www.tacd.org), and vice-chair of Finance-Watch (www.finance-watch.org), a public interest association dedicated to making finance work for the good of society. She also represents BEUC at Consumers International, the international consumer organisation (www.consumersinternational.org).

Tanguy van de Werve

Tanguy van de Werve is the Director General of Eurofinas (the voice of specialized consumer credit providers in Europe) and of Leaseurope (the voice of the European leasing industry), which he has been managing since October 2006.

From 2001 to 2006 he worked at the European Banking Federation where he held a variety of roles: Head of Banking Supervision and Financial Markets Department, Secretary to the Executive Committee and to the Board and Secretary General *ad interim*.

Prior to this, Mr van de Werve worked at the law firm Landwell (in the financial services practice), Dexia Bank (as legal adviser for the financial markets division) and Euroclear (in the custody department).

He is an independent Director of two Belgian investment funds (UCITS) as well as of a Belgian start up. He is an elected member of the Municipal Council of Belgium's 7th largest city.

Tanguy has degrees in:

- Law
- Political Sciences & International Relations
- Financial Risk Management.



Mick McAteer

Mick McAteer is a consumer advocate with long experience of representing consumers at UK and EU level.

He is founder and Director of The Financial Inclusion Centre, a UK based not-for-profit think tank (www.inclusioncentre.org.uk). The Centre's mission is to promote fair, inclusive, efficient and accountable financial markets.

He is a board member of the UK Financial Services Authority (FSA), Chairman of the European Commission's Financial Services User Group (FSUG), a board member of the CARITAS (Westminster) Advisory Board, and member of the Registry Trust Consumer Panel.

Previously, Mr McAteer was Principal Policy Adviser at Which? (the largest consumer group in Europe, formerly known as Consumers' Association). He was with Which? for 13 years until end 2006 and formulated the organisation's policy on financial services. Prior to this, he worked for five years for two major fund management firms in London.

He has also held a number of other senior board and committee positions. He was a board member of the UK Financial Reporting Council's (FRC) Professional Oversight Board, a non-executive director of The Pensions Advisory Service (TPAS) and one of the original founders of Hackney Credit Union, based in the London Borough of Hackney where he was a board member from 2005 – 2007.

At EU level, he was previously Chairman of the European Commission's Financial Users Panel (FINUSE) and member of the Consultative Panels of the Committee of European Insurance and Occupational Pension Supervisors (CEIOPS), Committee of European Securities Regulators (CESR) and Committee of European Banking Supervisors (CEBS).



Guillaume Prache

Guillaume Prache is the Managing Director of the European Federation of Financial Services Users (“EuroFinuse”, which federates the investor and other financial services user associations in Europe, counting four million individuals). He is also Secretary General of Euroshareholders, and one of the experts representing financial services users before the European Securities & Markets Authority (as chairman of the ESMA Securities & Markets Stakeholder Group), before the European Commission (as vice chair of the Financial Services User Group – FSUG), and before the French financial regulator AMF.



He started as a magistrate at the French Court of Auditors, and has an extended and international experience in financial matters, most recently as Chief Financial Officer of Rhône-Poulenc Rorer, Inc., a “Fortune 500” publicly-listed pharmaceutical company (to-day Sanofi Aventis) from 1997 to 2000, and then as Managing Director of the European subsidiary of the Vanguard Group, Inc., a global leader in asset management, from 2000 to 2006.

He has taught asset management for the CIWM (Certified International Wealth Manager) program, and wrote two books (Politique économique contemporaine in 1989, Les Scandales de l'épargne retraite in 2008) and various articles on economics and finance.

Manooj Mistry

Manooj Mistry is head of ETF Product Development at Deutsche Bank. He joined Deutsche Bank in May 2006 and was part of the team that launched the db X-trackers ETF business in 2007 which is now the second largest ETF provider in Europe by assets under management. Prior to Deutsche Bank, Mr Mistry was with Merrill Lynch International in London for six



years where he was responsible for the development of the LDRS ETFs, the first ETFs to be launched in Europe, and the creation of a number of on-shore and off-shore fund platforms to deliver structured fund solutions for clients.

Before Merrill Lynch, he worked for five years for a UK boutique called Johnson Fry (now Legg Mason International) where he had roles in fund management and product development. Manooj graduated in Economics and Business Finance from Brunel University.

Caroline Gourisse

Caroline Gourisse is the Head of Department of Banking Supervision and Economic Affairs for the European Savings Banks Group (ESBG), the association representing the interests of retail and savings banks in Europe.

Her responsibilities consist of lobbying on regulatory issues on behalf of ESBG members, in particular in the areas of Supervision, Economic Affairs and Capital Markets.

Prior to this position at ESBG, Mrs. Gourisse worked during three years at Société Générale in the Banking and Financial Regulation Department. Before this, she occupied a position in the Legal Department at the French Banking Federation and used to lobby on behalf of the French banking industry on prudential and legal topics. Initially, she began her career working for CNCE (central body of French Savings Banks) as a European lawyer, and also performed as a member of the Secretariat of Executive Bodies.

Mrs. Gourisse has a Ph.D in Private Law which she received from the University of Bordeaux, in addition to having two Masters' degrees, one in Business Law and the other in European Law. She also spent one year in the University of Bilbao-Deusto studying a Comparative Law course.



Anthony Kruizinga

Anthony Kruizinga is Head of Department at DNB (Dutch Central Bank) since 2009, responsible for financial risk management in banking, within DNB's supervisory policy division, managing a team of 25 risk management experts. Responsible for DNB's involvement in international development of supervisory policy and regulation (i.e. Basel Committee and European Banking Authority, EBA) regarding financial risk management, and working with on- and off-site supervisory teams of DNB on financial risk management, capital and liquidity management, Basel 3 implementation, quantitative modelling of credit, market, interest rate and operational risk, structured products, and stress testing. Mr Kruizinga is chairing EBA's Standing Committee on Consumer Protection and Financial Innovation, and is DNB's alternate member of EBA's Board of Supervisors. Previously (2006-2009) he was leading the department in DNB that is responsible for supervision of Rabobank, one of the largest Dutch banks, after joining DNB in 2004 as supervisor of first ING and then ABN AMRO. Before that Anthony had a consulting career in the financial services sector, working for Coopers & Lybrand, PWC Consulting and IBM Consulting, after starting his professional life at ING Bank. Anthony graduated as an engineer at Eindhoven University of Technology in both computer sciences and business administration.



Robin Jarvis

Robin Jarvis is a special adviser to the Association of Chartered Certified Accountants (ACCA), Professor of Accounting at Brunel University and the Policy Adviser to the European Federation of Accountants and Auditors (EFAA). He is a member of the following committees and working groups:



- European Banking Authorities Supervisory Boards Banking Stakeholder Group (Chairing the Consumer Protection Working Group)
- Chair of the Advisory Panel of the Chartered Banker Code of Professional Practice
- EC Expert Group – Financial Services User Group
- IFRS Foundation's Small and Medium-sized Entities Implementation Group,
- European Reporting Advisory Group's (EFRAG) Supervisory Board, Nominating Committee, SME Working Group and Policy and Research Committee
- European Multi-Stakeholder Forum on Electronic Invoicing
- EUFIN – Member of Scientific Committee
- EU Payment Systems Market Expert Group
- Technical Adviser to the International Federation of Accountants (IFAC) SMP Committee

Robin is a non-executive director of a on-line publishing company.

He is the author of nine books and is on the editorial board of five academic journals

Eric Leenders

Eric Leenders' brief as the head of the Retail team at the British Bankers' Association covers a broad portfolio of current issues, including the forthcoming transfer of regulatory responsibility to the Financial Conduct Authority, payment protection insurance, proposed changes to insolvency and debt management legislation, and pensions and savings.



In a wider context, his team hold responsibility for proposed European interventions, including the retail banking review, further development of the Single European Payments Area, and the introduction of collective redress – which has been the subject of much attention and debate in Brussels recently – as well as emerging EU thinking around a single home loans market. Mr Leenders chairs the European Banking Federation's Consumer Affairs Committee and is a director of the Lending Code Standards Board. He is also involved with the Department of Work and Pensions' Credit Union Expansion Project and capacity building in the Community Development Finance sector.

Mr Leenders has over twenty years' experience as a career banker in retail banking with NatWest and latterly the Royal Bank of Scotland Group. During this time, the roles he has undertaken have been both operational and strategic, including successful spells as a branch and business manager. Before joining the BBA, he was responsible for a series of policy-driven projects in PR and communications, new and emergent markets, legal and regulatory issues, and crisis management.

Fernando Herrero

Fernando Herrero is Secretary General of ADICAE (Consumers Association of Banks, Savings and Insurances). He is responsible for the administration and management of the Association, directing the keeping of it and of all areas and departments, resource management, staff, reporting to the National Board and exercising ADICAE Association representation at several levels and institutions.



Laszlo Balogh

Laszlo Balogh obtained his Diploma at the Budapest Business School in 1978. Then he worked at the Ministry of Foreign Trade for more than ten years, first as a senior staff member and then as Director of the Customs Policy Department and was involved in GATT negotiations.

He then joined the foreign economic service and was a counsel in charge of the OECD Section of the Hungarian Trade Office in Paris from 1991 to 1993. Between 1994 and 1996 he was chief negotiator in Hungary's OECD accession negotiations in Paris. During the period of 1996-1999 he was appointed, at the rank of ambassador, Hungary's Permanent Representative to the OECD and head of the Hungarian OECD Mission in Paris.



After returning home, in 1999 he became the Executive Director of the International Department of the Hungarian Money and Capital Market Supervision, later Hungarian Financial Supervisory Authority as from 2000. Between 2001 and 2005 he was Managing Director of the Analysis, Methodology and International Directorate at the HFSA. Mr. Balogh took part in the development of the Hungarian financial regulatory system, in the process of building international relations for the supervisory authority, in the preparations for the EU Accession and in the elaboration of the methodology of the supervisory system of market and risk analyses. In the meantime, between 2001 and 2003 he was appointed Government Commissioner responsible for the coordination of Hungarian anti money laundering policy and was the Chairman of the AML Inter-Ministerial Committee.

From 2005 to his appointment as Vice President in 2010 he worked for the National Bank of Hungary as senior payment expert and then as a senior advisor international affairs. He took part in the work of the Economic and Financial Committee of the EU. He is the author and co-author of various professional books and articles.

Currently as Vice President of HFSA his responsibilities include financial consumer policy, international affairs and EU cooperation, as well as regulatory and supervisory policy.

Mr. Balogh is Alternate Member of the Board of Supervisors of ESMA and Member of the ESRB's Advisory Technical Committee.

Adam Farkas

Adam Farkas took up his role as the first Executive Director of the European Banking Authority on 18th April 2011. Prior to this, he was the Chairman of the Hungarian Financial Supervisory Authority in 2009-2010.

His other previous positions include Managing Director and Member of the Board at the National Bank of Hungary (1997-2001), the co-CEO of CIB Bank Ltd., a subsidiary of Gruppo Intesa (2002-2005), and CEO of Allianz Bank Ltd, where he was responsible for the establishment of a new commercial bank with a universal banking licence for the market leading insurance company in Hungary.



Mr Farkas holds a doctorate in Finance from the Corvinus University, Budapest and an M.Sc. from Sunderland University (UK).