

Registration

We kindly ask you to register in good time and at the latest by 21 October 2011.

We would welcome your registration online at: www.bvl.bund.de/symposium2011 or by using the designated registration form.

Participation in the symposium is free of charge.

On 6 November at 7 pm there will be a get-together including dinner at the Theodor Tucher restaurant which is close to the Brandenburg Gate. The cost for this will be 25 €. If you would like to take part, please let us know by 21 October 2011 as well (limited number of participants).



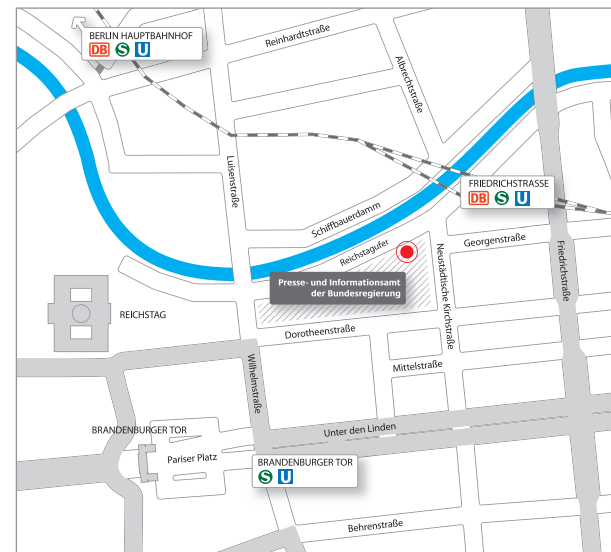
Symposium office

BVL
Manuela Schumann
Mauerstr. 39-42
10117 Berlin
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Telefax: +49 (0)30 18 444 - 600 99
Email: symposium2011@bvl.bund.de

Symposium location

Press and Information Office of the Federal Government
Press and Visitor Centre
(Presse- und Informationsamt der Bundesregierung
Presse- und Besucherzentrum)
Reichstager 14
10117 Berlin

You will need an ID bearing a photo for access to the building.



Your journey

The airports and the main train station (Hauptbahnhof) are served by public transport.

Due to the central location of the symposium and the limited amount of parking spaces, it is recommended to use public transport. The Press and Information Office of the Federal Government is close to the 'S-Bahn' and underground station "Friedrichstraße".

Overnight stay

We have blocked several rooms in selected hotels until 10 October 2011. If you are interested, please book your room in one of the following hotels, stating the code "BVL-Symposium":

MARITIM proArte Hotel Berlin

<http://www.maritim.de>
Tel. + 49 (0)30 20335
Single 79 €
Double 116 €
(incl. breakfast)

NH Berlin Mitte

<http://www.nh-hotels.de>
Tel. +49 (0)30 203760
Single 79 €
Double 100 €
(incl. breakfast)

Winter's Hotel Gendarmenmarkt Berlin Stadtmitte

<http://www.winters-hotel-berlin-gendarmenmarkt.de>
Tel. +49 (0)30 2060500
Single 75 €
Double 95 €
(incl. breakfast)

Meininger Hotel Berlin Hauptbahnhof

<http://www.meininger-hotels.com>
Tel. +49 (0)30 666 36 100
10 % reduction on the current daily rate (please ask the symposium office for the separate booking code, tel. +49 (0)30 18 444 - 62011)



Federal Office of
Consumer Protection
and Food Safety

Borderless Consumer Protection!?

**Effective enforcement,
powerful consumers**



**7 November 2011
in Berlin**
BVL Symposium on
challenges in 2012



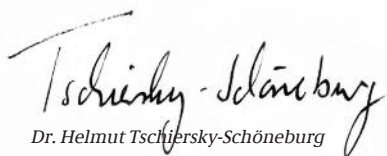
Dear participant,

Increased mobility and easier access to goods and services through technical advances, in foreign countries too, offer us many new possibilities, but at the same time we are faced with new challenges. Although a largely harmonised European standard exists on paper for rights supporting the economic protection of consumers, in practice these rights are often breached, both nationally and cross-border. The consumer as an individual can take legal action in such situations. But how can we enforce consumer law more extensively and effectively for everybody in our globalised world? How can we strengthen consumers in a market which appears to be becoming more and more complex?

The Federal Office of Consumer Protection and Food Safety (BVL) would like to invite consumer protection authorities and associations from Germany and abroad as well as players from science, politics and the economy to shed some light together on exactly these questions.

The symposium presents several models, some of which are implemented in parallel in Europe: enforcing rights with the help of state or private organisations, dialogue with businesses, concerted investigation campaigns, or informal collaboration in international networks. Through presentations by representatives from partner institutions from other EU states, the symposium offers an insight in particular into practical experience outside of our own legal tradition. The wide-ranging forum will most definitely provide the opportunity for informative and fascinating discussions.

I am looking forward to welcoming you!


Dr. Helmut Tschiersky-Schöneburg

Symposium Borderless Consumer Protection!?

**Effective enforcement,
powerful consumers**

Where: Press and Information Office of the Federal Government, Press and Visitor Centre

When: 7 November 2011

- **Registration**
8.30 - 9.30
- **Official opening**
Dr. Helmut Tschiersky-Schöneburg, President,
Federal Office of Consumer Protection
and Food Safety (BVL)
9.30 - 9.40
- **Welcome speech**
Dr. Christian Grugel, Head of Directorate-General 2
“Consumer Policy”, Federal Ministry of Food,
Agriculture and Consumer Protection (BMELV)
9.40 - 9.55

**1st Session:
Enforcing consumer law
effectively – nationally and cross-border**

Moderation: *Dr. Christian Thorun*, Director,
ConPolicy GmbH – Institute for Consumer Policy

- **Enforcing consumer rights effectively –
the role of collective enforcement by
consumer centres**
Gerd Billen, Executive Director, Federation of German
Consumer Organisations (vzbv)
9.55 - 10.20

- **European consumer protection cooperation and
implementation in Germany**
Dr. Malek Radeideh, Head of Economic Consumer
Protection, Federal Office of Consumer Protection
and Food Safety (BVL)
10.20 - 10.45

- **Coffee break**
10.45 - 11.15

- **More state influence for the enforcement
of consumer law? The path the Netherlands
has taken**
Bernadette van Buchem, Director,
Dutch Consumer Authority
11.15 - 11.40

- **Is centralised consumer protection more
effective? The Belgian model**
Fernand Van Gansbeke, Director, Belgian Federal
Public Service Economy, DG Enforcement &
Mediation
11.40 - 12.05

- **Steering towards harmonised enforcement of
consumer law in Europe?**
Tamás András Molnár, Head of Unit, European
Commission, DG Health and Consumers (SANCO)
12.05 - 12.30

- **Concluding discussion on “Enforcing consumer
law effectively – nationally and cross-border”**
12.30 - 13.00

- **Lunch break**
13.00 - 14.00

**2nd Session:
Acting thoroughly – activities to
protect consumers**

Moderation: *Bernd Krieger*, Director of the European
Consumer Centre Germany

- **Consumer protection through dialogue with
industry – a Danish experience**
Henrik Øe, Danish Consumer Ombudsman
14.00 - 14.25
- **BaFin and consumer protection using the
example of Internet sweeps**
Michael Sell, Chief Executive Director, Federal
Financial Supervisory Authority (BaFin)
14.25 - 14.50
- **International cooperation in informal networks**
Linzi Talbot, International Consumer Lead,
Office of Fair Trading, United Kingdom
14.50 - 15.15
- **Concluding discussion on “Acting thoroughly –
activities to protect consumers”**
15.15 - 15.45
- **Conclusion and challenges for the future**
Prof. Dr. Martin Schmidt-Kessel, Chair for Consumer
Law, University of Bayreuth
15.45 - 16.05
- **Closing words**
Dr. Helmut Tschiersky-Schöneburg, President,
Federal Office of Consumer Protection
and Food Safety (BVL)
16.05 - 16.15

The symposium will be held in German and English
with simultaneous translation.