



Time	Topic	Speakers
08:30 - 09:00	<b>Registration and welcome coffee</b>	
09:00 - 09:15	<b>Welcome address</b>	<b>Hon. Deo Debattista</b> Parliamentary Secretary for Consumer Protection and Public Cleansing <b>Hon. Clayton Bartolo</b> Minister for Tourism and Consumer Protection
09:15 - 09:30	The MCCA ADR solution: <b>An additional means of redress</b>	<b>Dr Phyllis Bezzina</b> Director Complaints and Conciliation, MCCA
09:30 - 09:50	European ODR platform: <b>Five years of lessons learnt</b>	<b>Ms Margarita Tuch</b> Information Systems Officer, Management of the ODR platform, European Commission
09:50 - 10:05	<b>An overview of the EU ADR project</b>	<b>Mr Gavril Flores</b> Chief Officer Strategy and Programme Management, MCCA
10:05 - 10:25	<b>Lessons learnt from the EU consumer ADR framework</b>	<b>Ms Stephanie Darmanin</b> DG JUST, Policy Officer, European Commission
10:25 - 10:45	<b>Coffee break</b>	
10:45 - 11:05	Financial consumer redress: <b>Scope, outcomes and learning</b>	<b>Mr Geoffrey Bezzina</b> Chairman - Board of Management and Administration, Office of the Arbitrator for Financial Services
11:05 - 11:25	ADR in Gaming: <b>An overview of the Alternative Dispute Resolution Directive (Directive 5 of 2018)</b>	<b>Dr Brandon Debattista</b> Senior Legal Counsel, Malta Gaming Authority
11:25 - 12:25	Panel discussion: <b>Building trust through Alternative Dispute Resolution</b>	<b>Ms Grace Stivala</b> Director General, Office for Consumer Affairs, MCCA <b>Mr Martin Seychell</b> Chairman, Consumer Affairs Council <b>Dr Mario Caruana</b> Advocate and CEDR Accredited Mediator <b>Ms Abigail Agius Mamo</b> Chief Executive Officer, Malta Chamber of SMEs
12:25 - 12:50	<b>Question time</b>	
12:50 - 13:00	<b>Closing remarks</b>	<b>Inġ. Helga Pizzuto</b> Chairperson, MCCA
13:00	<b>Networking lunch</b>	