

# strengthening consumers' rights

in today's dynamic markets

15<sup>th</sup> March | 09:00 – 13:00

The Palace Hotel, Sliema

#WCRD2023



08:30	<b>Registration</b>	
09:00	<b>Welcome address</b>	<b>Ing. Helga Pizzuto</b> Chairperson, MCCAA
09:05	<b>Opening addresses</b>	<b>Hon. Julia Farrugia Portelli</b> Minister for Inclusion, Voluntary Organisations and Consumer Rights  <b>Hon. Rebekah Borg</b> Shadow Minister for Lands and Consumer Rights
09:20	<b>EU consumer law: Recent developments under the Modernisation Directive and priorities</b>	<b>Ms Elvina Morkytė</b> Legal Officer, DG Justice and Consumers, European Commission
09:45	<b>Safeguarding consumers' wellbeing through improved consumer rules</b>	<b>Ms Grace Stivala</b> Director General, Office for Consumer Affairs, MCCAA
10:10	<b>Today's digital consumers: Challenges and Opportunities</b>	<b>Dr Jirka Konietzny</b> Lecturer, Department of Marketing (FEMA), University of Malta
10:35	<b>Coffee break</b>	
11:00	<b>Internet-based shopping behaviour: There is more to it than meets the eye</b>	<b>Dr Cathrine Jansson-Boyd</b> Consumer Psychologist, Anglia Ruskin University
11:25	<b>Regulating online marketplaces: Exploring the impact of the Modernisation Directive on consumers and businesses</b>	<b>Mr Andrew Aquilina</b> Head of Policy, Chamber of SMEs <b>Mr Chris Vassallo Cesareo</b> Vice President, Chamber of Commerce <b>Mr Joseph Spiteri</b> Enforcement Director, Office for Consumer Affairs, MCCAA <b>Dr Mariosa Vella Cardona</b> Legal Consultant
12:25	<b>Question time</b>	
12:40	<b>Closing remarks</b>	<b>Ing. Helga Pizzuto</b> Chairperson, MCCAA
12:45	<b>Networking lunch</b>	