

EMPOWERING EU CONSUMERS

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FAIR ACCESS
TO THE FUTURE OF
FINANCIAL SERVICES



Biographies

WELCOME SPEECH



Verena Ross, Chair of ESMA and currently Chair of the European Supervisory Authorities Joint Committee

Verena Ross is the Chair of the European Securities and Markets Authority (ESMA). She took up the role on 1 November 2021 and is responsible for representing the Authority as well as preparing the work of and chairing its Board of Supervisors and Management Board.

Between 2011 and 2021 Verena Ross served as ESMA's first Executive Director, when she was responsible for building up the organisation and overseeing its day to day running.

Prior to this, Verena held a number of senior posts in the UK's Financial Services Authority (FSA) and was a member of the FSA's Executive Committee. Verena joined the FSA in 1998 to run the Executive Chairman's office during the regulator's start-up phase and was briefly a seconded advisor to the Hong Kong Securities and Futures Commission in 2000. She held various positions in the FSA's Markets Division and was Director of Strategy & Risk Division before becoming Director of the International Division.

Verena is a German national. Following studies in Sinology and Economics in Hamburg, Taipei and London (SOAS) she began her career at the Bank of England in 1994, where she worked as an economist and banking supervisor.



Dr. Csaba Kandrács, Deputy Governor, Central Bank of Hungary

Mr. Kandrács was appointed as Deputy Governor of the Magyar Nemzeti Bank (the Central Bank of Hungary) in October 2019. In this capacity he is responsible for financial institutions supervision – including credit institutions, insurance and pension funds and capital markets – and consumer protection. While his responsibilities include leading the work on green finance within the central bank, Mr. Kandrács is also a member of the Presidential Committee for Sustainable Development of the Hungarian Academy of Sciences. In addition to that he also serves as a member of the Monetary and Financial Councils and Chair of the National Deposit Insurance Fund. Since 2015 he is a member of the European Banking Authority’s Board of Supervisors and from 2023 a member of the European Banking Authority’s Management Board.

Prior to his current role Mr. Kandrács served as Executive Director of the Central Bank of Hungary from 2016, where he was responsible for the supervision of financial institutions. At that time he was already a member of the Financial Stability Council. Between 2013 and 2015 he served as an outside member of the Monetary Council, then he became the Chairman and CEO of MARK Ltd., the asset management company established by the Central Bank of Hungary. Before joining to the Central Bank of Hungary, Mr. Kandrács was appointed as a Deputy State Secretary of the Hungarian State Treasury at the Ministry for National Economy in 2012 and later that year he became the President of the Hungarian State Treasury. He started his professional career as a financial expert at the Hungarian Ministry of Finance in 2003, after which Mr. Kandrács joined the Budapest 5th District Local Government in 2009 as Head of the Financial Unit.

PANEL 1 - ARTIFICIAL INTELLIGENCE IN THE FINANCIAL SECTOR: EMPOWERING CONSUMERS IN THE DIGITAL ERA



Dr. Dirk Haubrich Head of Conduct, Payments & Consumers, EBA

Dr Dirk Haubrich is Head of Conduct, Payments and Consumers at the European Banking Authority (EBA). Following previous responsibilities at the EBA for financial innovation and AML, he now leads the EBA's work on payment services and electronic money, deposit guarantee schemes, and consumer protection. Previously, Dirk held roles across the private, academic and public sectors, with consulting firm Accenture, University College London, the University of Oxford, the UK Prime Minister's Strategy Unit, and the UK Financial Conduct Authority. He holds academic degrees in business economics, politics, and philosophy.



Isabelle Buscke, Executive Board member of BEUC and Head of Brussels office, Federation of German Consumer Organisations

Isabelle Buscke is Head of the Brussels Office of the Federation of German Consumer Organisations Verbraucherzentrale Bundesverband (vzbv) and coordinates the organisation's EU advocacy. She has been leading the office since its establishment in 2012. Ms Buscke has been representing vzbv on the BEUC Executive Board since 2013 and in the Steering Committee of the Transatlantic Consumer Dialogue (TACD) since 2021. In 2024, she became the TACD Co-Chair. She is also a member of the Consumer Policy Advisory Group for the European Commission's Directorate-General Justice and Consumers. A German, French and Belgian national, Ms Buscke holds a Master's degree in Political Science and Roman languages from the University of Freiburg im Breisgau, Germany.



Maurizio Poletto, Chief Platform Officer and Chief Operating Officer, Erste Group

Maurizio Poletto, a designer and entrepreneur by practice grown into a banking executive, is striving to digitally transform the industry. As Chief Platform Officer (CPO) and Chief Operating Officer (COO) of Erste Group, one of the largest banking groups in CEE, he leverages over a decade of senior management experience in the banking and fintech sector. The Italian-born executive is the founder of Erste Group's inhouse fintech George Labs and has been a driving force behind the development of the digital banking platform George. With over 10 million users, George is the leading platform in the region in which Erste Group is present.



Nuno Sousa e Silva, Lawyer and Commercial and Product legal team leader, Feedzai

Nuno Sousa e Silva is a lawyer (Partner at PTCS Advogados in Portugal) leading the Commercial and Product legal team at Feedzai. He is also Assistant Professor at the Faculty of Law of the Portuguese Catholic University. He holds a degree, a Masters, and a PhD in Law from that University and an LLM in Intellectual Property and Competition Law from the Munich Intellectual Property Law Centre. Nuno acts frequently as an arbitrator, legal expert, consultant, and expert for companies, governments, and international institutions. He has published five books and more than sixty articles on Intellectual Property, Law and Technology, EU, Private and Commercial Law. Nuno has lectured in Portugal, Germany, Denmark, Hungary, Poland, Brazil and the UK.

About Feedzai:

Feedzai is a leading provider of financial crime and risk management solutions, offering RiskOps, a financial fraud detection platform that leverages machine learning and big data to prevent and detect financial crime for some of the world's largest banks, payment providers, and merchants. With offices in the US, Europe, Latin America, and Asia, Feedzai serves customers across the globe. In 2021 Feedzai was the 4th Portuguese company to obtain the title of Unicorn.



László Vastag, Executive Director for Prudential and Consumer Protection Supervision of Money Market Institutions, Central Bank of Hungary (MNB)

László Vastag graduated from the College of Finance and Accounting in 1996. In 1997 he started his career in the banking sector he held various positions from risk management to business functions, predominantly in the field of financing large corporates and project finance transactions. László spent several years abroad within UniCredit Group. László joined the Central Bank of Hungary at the beginning of 2017, where he has been responsible for the prudential, consumer protection and AML supervision of the money market institutions. Laszlo as the delegate of the National Bank of Hungary actively participates in the work of various working groups of the EBA.



José Manuel Campa, Chairperson of the EBA

José Manuel Campa, is the Chairperson of the European Banking Authority (EBA). He was appointed in March 2019 and is serving a renewable five-year term. He represents the Authority and by chairing the meetings of the Board of Supervisors and of the Management Board, he steers the strategic direction of the Authority.

From 2015 and prior to this appointment, Campa served as Global Head of Regulatory Affairs, for the Grupo Santander. Prior to that, he was Professor of Finance and Economics at IESE Business School.

Between 2009 and 2011 Campa served as Secretary of State for the Economy in the Ministry of Economy and Finances of Spain. He was a member of the Financial Stability Board, the board of the European Financial Stability Facility, the Economic and Financial Committee and alternate governor in multilateral financial institutions. He has served in the Expert Group, chair by Mr. Erkki Liikanen, evaluating policy recommendations on structural reforms for the European Banking industry.

He has also taught at the Stern School of Business of New York University and at Columbia University. He has been Research Associate at the National Bureau of Economic Research and Research Fellow at the Center for Economic Policy Research. Mr. Campa has also been a consultant to a large number of international organizations, including the International Monetary Fund, the Inter-American Development Bank, the Bank of International Settlements in Basel, and the European Commission.

He has served on the boards of Prime Collateralised Securities (PCS) Europe, Bruegel, and General de Alquiler de Maquinaria.

José Manuel Campa holds a Ph.D. and a master degree in economics from Harvard University and a Licenciatura in law and in economics from the Universidad de Oviedo.



Chris Betz, Chief Information Security Officer, Amazon Web Services

Chris is Chief Information Security Officer (CISO) at Amazon Web Services (AWS). He oversees security teams and leads the development and implementation of security policies, with the aim of managing risk and aligning the company's security posture with business objectives. Chris joined Amazon in August 2023, after holding CISO and security leadership roles at leading companies. He lives in Northern Virginia with his family.

PANEL 2: IMPROVING ACCESS AND EXPERIENCE WITH FINANCIAL PRODUCTS: ARE WE ON THE PATH YET TO CONSUMER-CENTRICITY?



Fausto Parente, Executive Director, EIOPA

Fausto Parente is the Executive Director of the European Insurance and Occupational Pensions Authority (EIOPA). In his role, he presides over the day-to-day management of EIOPA. Mr. Parente was elected by the Board of Supervisors of EIOPA on 28 January 2016 and reappointed for a second five-year term on 29 September 2020. Mr Parente has a distinguished career in supervisory regulations and policies at national and international level. Prior to his current role he was Head of the Supervisory Regulation and Policy Directorate at the Italian Insurance Supervisor, IVASS – Istituto di Vigilanza sulle Assicurazioni.

He was the Alternate Member in EIOPA Board of Supervisors and member of the Advisory Technical Committee of the European Systemic Risk Board (ESRB). In the context of the Italian Chairmanship in the EU Council (second half of 2014), Mr Parente chaired the Council's working group on Insurance Mediation Directive negotiations. In 2011-2016 he chaired the Insurance Group Supervision Committee of EIOPA and in 2015-2016 - the Joint ESAs Committee on Financial Conglomerates. For several years he was an alternate member in the Technical and Financial Stability Committees of the International Association of Insurance Supervisors (IAIS).

Mr Parente has a degree in Economics from the University Federico II, Naples, and he is licensed to practice as a certified accountant and financial analyst. He has attended many post-graduate courses in the fields of management, European Community law, economy and finance of insurance undertakings. He is author of a series of publications on insurance supervision.



Alexandru Ciuncan, Director General of UNSAR, the National Association of Insurance and Reinsurance Companies in Romania

Alexandru CIUNCAN has an experience of over 20 years in the insurance and private pensions industries in Central and Eastern Europe, with expertise on business conduct, regulation, consumer protection, financial media and journalism.

Since September 2018, Alexandru is the General Manager of UNSAR – The National Association of Insurance and Reinsurance Companies in Romania, and since August 2019 he is a Member of the Managing Board of ISF – the Institute for Financial Studies. Since September 2022, Alexandru CIUNCAN was also appointed President of UNSAR.

Between 2013 and 2018, Alexandru was a member of IRSG and OPSG, the two Stakeholders Groups within EIOPA – the European Insurance and Occupational Pensions Authority, being an active contributor to drafting and debating bills with long-term impact on the insurance and private pensions industries. At the same time, he occupied the positions of Secretary General of APPA – the Association for Insurance Promotion – the NGO that developed the first national campaigns to inform and educate consumers – and Managing Partner of XPRIMM, a Romanian media company that specializes in the insurance industry in CEE and SEE.

Alexandru CIUNCAN attended the Management Faculty within the Bucharest University of Economic Studies, holds a Professional Certificate in Management (OPEN University Business School, UK) and is a licensed PMP – Project Management Professional and ACP – Agile Certified Professional (Project

Management Institute, USA). Recently, he graduated from Henley Business School, UK - with a postgraduate certificate in Board Practice and Directorship.



Paul Fox, Research and Advocacy Officer, Finance Watch

Paul Fox is a Senior Research and Advocacy Officer at Finance Watch. He works on climate risk and insurance.

Paul has more than 10 years experience in financial services lobbying in Brussels.

He previously worked public affairs advisor for the European insurance industry. He has worked on a wide range of EU financial regulation, from consumer protection from a financial inclusion perspective to prudential files and most recently on sustainable finance.

At Finance Watch Paul works on climate risk and insurance. He has been the Finance Watch representative at the Insurance and Reinsurance Stakeholder Group of the European Insurance and Occupational Pensions Authority (EIOPA) since 2017 and chaired the group.

Paul holds a Master degree in European Public Policy from the School of Public Policy at University College London.



Teija Korpiaho, Chief Adviser, Finnish Financial Supervisory Authority (Finanssivalvonta, FI-FSA) and Member of EIOPA's Management Board and Board of Supervisors

Teija Korpiaho has been working in insurance and pension supervision for over 20 years in different positions. For the past ten years have been a member of the EIOPA Board of Supervisors. I am also a member of the EIOPA management board and Policy Steering Committee.

Currently, she is a chief advisor to the Head of Department in matters related to insurance and pension supervision with special responsibilities in international affairs and stakeholder relationships, policy issues, emerging risks and crises management.

Before her current position as Chief Advisor, she had been working as head of division for life and non-life undertakings, analyst and a prudential supervisor.

She has master's degree in Economic Sciences.

INTRODUCTORY REMARKS



José Manuel Campa, Chair of EBA

José Manuel Campa, is the Chairperson of the European Banking Authority (EBA). He was appointed in March 2019 and is serving a renewable five-year term. He represents the Authority and by chairing the meetings of the Board of Supervisors and of the Management Board, he steers the strategic direction of the Authority.

From 2015 and prior to this appointment, Campa served as Global Head of Regulatory Affairs, for the Grupo Santander. Prior to that, he was Professor of Finance and Economics at IESE Business School.

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He has also taught at the Stern School of Business of New York University and at Columbia University. He has been Research Associate at the National Bureau of Economic Research and Research Fellow at the Center for Economic Policy Research. Mr. Campa has also been a consultant to a large number of international organizations, including the International Monetary Fund, the Inter-American Development Bank, the Bank of International Settlements in Basel, and the European Commission.

He has served on the boards of Prime Collateralised Securities (PCS) Europe, Bruegel, and General de Alquiler de Maquinaria.

José Manuel Campa holds a Ph.D. and a master degree in economics from Harvard University and a Licenciatura in law and in economics from the Universidad de Oviedo.

KEYNOTE SPEECH



Agustín Reyna Director General, The European Consumer Organisation (BEUC)

Agustín Reyna is the Director General of BEUC, The European Consumer Organisation, which serves as the umbrella group for 45 independent consumer organisations across 31 European countries. BEUC's primary mission is to act as a strong consumer voice in Brussels and to ensure that consumer interests are given their proper weight across EU policies. Agustín joined BEUC in 2010 and has since held various positions, including Director of the Legal and Economic Department. He has served as a non-governmental advisor for the European Commission to the International Competition Network and represents BEUC in numerous European and international fora. He is a member of ESMA's Securities and Markets Stakeholder Group. Agustín holds a law degree from the National University of Córdoba in Argentina, an advanced master's degree in ICT Law from the University of Namur in Belgium, and a PhD in Law from the University of Bremen in Germany.

PANEL 3: HOW TO ENSURE THAT THE SUSTAINABLE FINANCE REGULATORY FRAMEWORK WORKS BETTER FOR RETAIL INVESTORS



Natasha Cazenave, Executive Director, ESMA

Natasha Cazenave has been Executive Director of ESMA since 1 June 2021.

Before taking up her current role she was Managing Director, Head of the Policy and International Affairs Directorate at the French Autorité des Marchés Financiers (AMF), where she worked for over 10 years in various roles.

During that period, at the international level, she was elected twice chair of IOSCO's Policy Committee on investment management in 2012 and 2014. In February 2015, she was appointed co-Chair of the Financial Stability Board's experts group on shadow banking.

Natasha Cazenave began her career at Ernst & Young Corporate Finance as part of the Valuation & Business Modelling team. She spent eight years working at Deminor, a consultancy firm specialised in the defence of minority shareholders rights, where she was in charge of collective actions for investors who suffered losses as a result of securities violations, and the promotion of best practices in the field of corporate governance. She holds a Master's degree from the Paris Dauphine University in Banking, Finance and Insurance.



Karen Dorte Abelskov, Deputy Director General, Capital Markets, Danish FSA (Finanstilsynet)

Karen Dorte Abelskov has been Deputy Director General of the Danish Financial Supervisory Authority since February 2018. She is responsible for the supervision of capital markets, sustainable finance, financial reporting, IT-security and investor protection. She joined the Danish FSA in 2009.

Karen Dorte Abelskov is a member of ESMA Board of Supervisors and she is Chair of ESMA's Issuers Standing Committee (ISC).

Karen Dorte Abelskov has previously worked in the Ministry of Economic and Business Affairs and the European Commission.

Karen Dorte Abelskov is MSc in Economics from the University of Copenhagen.



H el ene Bussi eres, Head of Unit, Financial Markets - Asset Management, European Commission (DG FISMA)

H el ene Bussi eres is Head of the Asset Management Unit in the Directorate General on Financial Markets, Financial Stability and Capital Markets Union (FISMA) in the European Commission. She was previously deputy Head of the Asset Management Unit and deputy Head of the Securities Market Unit, working on MiFID, MAR and the Prospectus Regulation.

Prior to joining the European Commission, H el ene spent 10 years working in different capacities in the private sector, in particular on M&A projects, deal structuring and financing and companies' listings. She graduated from Sciences Po Paris with a major in economics and finance.



Aleksandra Mączyńska, Executive Director, Better Finance

Aleksandra Maczynska is Managing Director of BETTER FINANCE (BF) the European Federation of Investors and Financial Services Users, the public interest non-governmental organisation. Aleksandra leads BF's research and advocacy activities defending the interests of citizens as financial services users at European level.

Before joining BETTER FINANCE she worked for the Polish consumer and competition watchdog (UOKiK).



Jarkko Syyrilä, Executive advisor on ESG Nordea Asset and wealth management

Jarkko advises Nordea's senior management on challenges and opportunities caused by EU regulation. He coordinates Nordea's external advocacy on regulation impacting asset and wealth management and sustainable finance. Before joining Nordea in 2014 Jarkko was Deputy Director General of the European Fund and Asset Management Association in Brussels. From 2006 to 2010 Jarkko was director for international relations at the UK Investment Management Association in London. Since 2004 he was the first rapporteur on asset management at the Committee of European Securities Regulators in Paris, building up the cooperation of national asset management regulators. From 1993 to 2004 Jarkko held various roles at the Finnish FSA

HIGHLIGHTS AND CONCLUDING REMARKS



Petra Hielkema, Chair of EIOPA

Petra is the Chairperson of EIOPA and has been leading the Authority since September 2021, following her appointment by the European Council on 27 May 2021 after confirmation by the European Parliament on 18 May 2021.

Petra is a member of the ESRB Steering Committee and the ESRB General Board and a voting member of the IAIS Executive Committee. Besides that, she is the Champion of the IAIS Fintech Forum.

Prior to this role Petra was Division Director of Insurance Supervision at De Nederlandsche Bank (DNB, the Dutch Central Bank) as well as Alternate Member of the EIOPA Board as well as the Chair of the EIOPA Policy Committee. Petra joined DNB in February 2007 as a policy advisor, contributing to the development of Solvency II. In 2013 she became Head Insurance Policy and in 2015 she was appointed as Head of the DNB Expert Center for Fit & Proper assessments. In February 2017 Petra started as Director of Payments and Market. Prior to joining the Dutch Central Bank fulfilled several roles working in Central Asia.

Petra has a European Masters in Law & Economics and a Masters in Russian Studies. She is married and proud mother of three children.