



BANKING AND FINANCIAL DISPUTE RESOLUTION

The Italian Experience in the European Context

Morning Session

9.30 - 10.00 THE ITALIAN EXPERIENCE IN THE EUROPEAN CONTEXT

Introduction

Giovanni SERGES (*Director of the Law Department*)

Vincenzo ZENO-ZENCOVICH (*Chair – Università Roma Tre*)

10.00 - 10.20 *ADR and economic efficiency*

(Roberto PARDOLESI – *Università LUISS - Roma*)

10.20 - 10.40 *Banking and financial disputes: mediation vs arbitration*

(Federico CARPI – *Università Bologna*)

10.40 - 11.00 *The Italian banking ombudsman (ABF) model in a European context*

(Maria Cecilia PAGLIETTI – *Università Roma Tre*)

Coffee break

11.15 - 11.35 *Disputes in banking contracts in the European context*

(Pietro SIRENA – *Università Bocconi - Milano*)

11.35 - 11.55 *Typology of disputes in front of the ABF*

(Giuseppe CARRIERO – *Presidente ABF Napoli*)

11.55 - 12.15 *The newly created financial disputes ombudsman (ACF)*

(Raffaele LENER – *Università Tor Vergata - Roma*)

12.15 - 13.00 *Facts and figures:*

ABF (Marta AURICCHIO – *Banca d'Italia*)

ACF (Francesco VITALE – *Consob*)

ANAC (Ferruccio AULETTA – *Università Federico II - Napoli*)

Light lunch

Afternoon Session

14.00 - 14.15 THE EUROPEAN CONTEXT

Introduction

Magda BIANCO (*Chair – Banca d'Italia*)

14.15 - 14.30 *Consumer protection and ADR in Europe:*

the European Commission perspective

(Ralf JACOB – *DG Fisma*)

14.30 - 15.40 *Roundtable with Fin-Net members*

Effectiveness of ADR as a consumer protection instrument

Results of the Fin-Net survey on financial ADR

(Giovanni AMISTA - Ruggiero MANENTI, *Banca d'Italia*)

UNITED KINGDOM: Caroline MITCHELL, *Financial*

Ombudsman Service

FRANCE: Francis FRIZON, *Médiation de l'assurance*

GERMANY: Timm SACHSE, *Ombudsstelle für Investmentfonds*

SPAIN: Nieves PRIETO – *Banco de España*

Coffee break

16.00 - 16.20 *A view from Luxembourg*

(Isabelle RIASSETTO – *Université du Luxembourg*)

16.20 - 16.40 *Consumer ADR in Europe: Regulating market behaviour*

(Christopher HODGES – *Oxford University*)

16.40 - 17.00 *ADR and ordinary justice*

(Marcello MARINARI – *Presidente ABF Bologna*)

17.00 *Conclusions and future perspectives*

Elise POILLOT (*Université du Luxembourg*)

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CONFERENCE COORDINATOR

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