



BANKING AND FINANCIAL DISPUTE RESOLUTION

The Italian Experience in the European Context

Morning Session

9.30 - 10.00 THE ITALIAN EXPERIENCE IN A 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*)

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 a European context*
(Pietro SIRENA – *Università Bocconi*)

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 Roma Tor Vergata*)

12.15 - 13.00 *Facts and figures:*
ABF (Raffaella PINTO – *Banca d'Italia*)
ACF (Francesco VITALE – *Consob*)
ANAC (Ferruccio AULETTA – *Università di 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 consumer protection instrument

Results of the Fin-Net survey on financial ADR
(Giovanni AMISTA – *Ruggero 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*)

15.40 - 16.00 *A view from Luxembourg*
(Isabelle RIASSETTO – *Université du Luxembourg*)

16.00 - 16.20 *Consumer ADR in Europe: Regulating market behaviour*
(Christopher HODGES – *Oxford University*)

16.20 - 16.40 *ADR and ordinary justice*
(Marcello MARINARI – *Presidente ABF Bologna*)

16.40 - 17.15 *Conclusions and future perspectives*
Elise POILLOT (*Université du Luxembourg*)

Rome

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Università degli studi Roma Tre - Dipartimento di Giurisprudenza

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CONFERENCE COORDINATOR

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