



Second Consumer Financial Capability Workshop

27. June 2006 – Venue: CEPS, Place du Congrès 1, 1000 Brussels

Biographies of the Speakers

Professor Umberto Filotto, University Tor Vergata at Rome (Italy), Chair of the Workshop and the Bank Session

Umberto Filotto is Full Professor of Banking Management and Corporate Finance in Università di Roma “Tor Vergata.” He is a Senior Lecturer of SDA Bocconi (Università Bocconi Business School) and a member of Newfin – Centro Studi sull’Innovazione Finanziaria. Mr. Filotto also serves as Secretary General of Assofin (the Italian Consumer and Mortgage Credit Association) and Member of the Management Committee of the Board of Eurofinas. He chairs the Statistical Working Group of Eurofinas and is a member of various Technical Committees of the Italian Banking Association and of the Editorial Board of MK – Bancaria Editrice. Mr. Filotto has also served as Member of the Scientific Committee of the Chair of “Finance and Consumption in the EU” of the European University Institute in Fiesole and of the Scientific Committee of the European Credit Research Institute in Brussels. He is the author of various articles and books in banking and finance.

Fiona Wilkinson, Senior Vice President, Corporate Communications, Visa Europe, (United Kingdom), Co-sponsor

Mrs. Wilkinson is the Senior Vice President of the Corporate Communications Department of Visa Europe. She is a communications professional who has spent more than twenty years in the card payment industry. She is currently responsible for External, Member & Internal Communications and Reputation Management teams at Visa Europe. Fiona joined Visa in 1982 and has held a variety of pan European marketing, communication and sales roles. Before moving to her present position, Fiona headed Visa EU’s acceptance team, where she was responsible for building the network of locations at which Visa cards can be used in Europe. Prior to this, Fiona was General Manager of Visa UK, responsible for Visa’s business with its 70 member banks, and marketing of Visa’s products and services. She has a degree in Economics and Law.

Professor Elaine Kempson, Director of the Personal Finance Research Centre, University of Bristol (United Kingdom), Chair of the Institutional Session

Professor Elaine Kempson has more than 20 years experience in research on personal financial services and household money management. She is the Director of the University of Bristol's Personal Finance Research Centre (PFRC). In February 2005 Mrs. Kempson was appointed to the Banking Code Standards Board as an independent director. Previously, she served as adviser to the Morris commission, as member of the Treasury-led Financial Inclusion Task Force and of the DTI Taskforce on Over-indebtedness. Only recently, the British Financial Services Authority commissioned the PFRC to carry out an exploratory study for measuring financial capability in the UK.

Ginette Nabavi, PhD, DG Health and Consumer Protection of the European Commission (European Union), Speaker

Ginette Nabavi is in charge for developing a consumer education policy at the Directorate B (Consumer Protection) of the DG Health and Consumer Protection. Mrs. Nabavi holds a PhD degree of the University of Illinois in Psycholinguistics. From 1970 until 1979 she worked as Professor of Linguistics at the Tehran University in Iran, before coming to the European Commission where she started to work in 1980 as interpreter (Mrs. Nabavi speaks French, English, Dutch, Persian and Spanish). In 1990 she started to work for the Erasmus program where she was in charge for proposing, developing and coordinating the recognition of diplomas at the European level and in 2002 she started to work for the DG Health and Consumer Protection.

Hugues Feltesse, DG Employment and Social Affairs at the European Commission, Speaker

Hugues Feltesse is seconded national expert on social protection and social inclusion at the European Commission. After being general manager of UNIOPSS, the largest umbrella organisation of voluntary welfare associations in France and appointed as special advisor of the French ministry in charge of the fight against social exclusion, Hugues Feltesse joined the European Commission in March 2003. Among other missions, he is in charge of the Peer Reviews Programme on social inclusion policies and of the financial exclusion and the over-indebtedness issues.

Jurga Stančiūtė, DG MARKET of the European Commission (European Union), Legal Expert, Speaker

Jurga Stančiūtė works for the unit responsible for retail financial services, consumer policy and payment systems at DG Internal Market and Services. Among other areas, she is responsible for financial literacy. Ms. Stančiūtė joined the Commission in July 2005. Previously she served as a legal expert at the European Law Department under the Ministry of Justice of the Republic of Lithuania. Ms. Stančiūtė holds an LL.M. degree from the University of Maastricht.

Severine Deboos, Technical expert, Social Finance Program, ILO SubRegional Office for Central and Eastern Europe, Speaker

Ms Séverine Deboos has been working for the ILO since October 2001, she joined the SubRegional Office for Central and Eastern Europe in Budapest in February 2004 to work on the ILO activities in the areas of social finance, and corporate social responsibility. She studied in France, USA and Russia and holds a French/Russian Master's degree in Political Science/International Relations. Before joining the SRO Budapest team, Ms Deboos worked for various international organizations in Russia and the ILO SRO in Moscow, on employment related issues.

Session 2: Bank-sponsored Dedicated Programs

Dara Duguay, Director of the Financial Education Office of Citigroup (USA), Speaker

Dara Duguay, the Director of Citigroup's Office of Financial Education, has been involved with the issue of financial literacy for over a dozen years. Mrs. Duguay is the former Executive Director of the non-profit Jump\$tart Coalition for Personal Financial Literacy in Washington, DC. Prior to her work at Jump\$tart, she served as the Director of Education at the Consumer Credit Counseling Service (CCCS) of Los Angeles and was a professor at the University of Phoenix (1996-1997) and California State University (1993-1997). She is the author of two personal finance books: Please Send Money: A Financial Survival Guide for Young Adults on Their Own, and Don't Spend Your Raise: And 59 Other Money Rules You Can't Afford to Break. Mrs. Duguay has received the Medal of Merit from the U.S. Treasury's Savings Bond Volunteer Committee (1999-2002) and was appointed to the National Assessment of Educational Progress (NAEP) Economics Steering Committee. She received her B.A. in Communications from the University of Michigan, and her M.A. in International Relations from Schiller University in Paris, France.

Marc Dechèvre, Secretary General of the Union Professionnelle du Crédit (UPC) Member of the Executive Committee of Febelfin (Belgium), Speaker

UPC, as the Belgian association of lenders, deals with both consumer and mortgage credit. Its members cover some 95% of the market. UPC is at the same time member of the Belgian Finance Federation (FEBELFIN), the Federation of Enterprises in Belgium (FEB) and the European Federation of Finance House Associations (EUROFINAS) as well as the European Mortgage Federation (EMF). Marc Dechèvre joined UPC 9 years ago as an economist, after having worked several years for the Department of Economics of the Université catholique de Louvain. He is also involved in other institutions dealing with credit to consumers, such as the Observatoire du Crédit et de l'Endettement (research) or the Service de Médiation Banques-Crédit-Placements (Ombudsman).

Fernando Cejudo Sanchez, Senior Director of Business Development and Innovation, BBVA (Spain), Speaker

Fernando Cejudo is the Senior Director of Business Development and Innovation of BBVA which is an international financial services group with 35 million customers and over 1 million shareholders in 32 countries. He holds a double degree in Law & Economics. In 1999, he joined the BBVA where he worked as Investor Relations Director and Markets Intelligence Director and, from 2006 onwards, Business Development and Innovation Director in BBVA Retail Banking.

Session 3: Insights from Consumer Associations

Professor Karen Gross, New York Law School, Director of the New York Law School Economic Literacy Consortium, President of the Coalition for Consumer Bankruptcy Debtor Education (USA), Chair of the Consumer Association Session, Speaker

For the past two decades, Karen Gross has been a Professor of Law at New York Law School where she specializes in consumer finance and over-indebtedness. She is the President and Chief Executive Officer of an educational non-profit that designs, implements and studies programs to improve the financial literacy skills of consumers. She also serves as a consultant to non-profit organizations, including for United Way NYC, where she participated in an effort to coordinate financial literacy initiatives in New York City. Professor Gross graduated cum laude from Temple University School of Law, having spent her final year of law school at the University of Chicago. Her scholarly work encompasses articles that have been published in academic journals such as Behavioral Sciences and the Law, American Bankruptcy Law Journal, but also the prize winning book Failure and Forgiveness.

Wendy van den Hende, Chief Executive of the Personal Finance Education Group (United Kingdom), Speaker

Mrs. van den Hende is the Chief Executive of the Personal Finance Education Group, a charity whose goal is to promote and facilitate the education of all UK school pupils about financial matters so they are able to make independent and informed decisions about their personal finances and long-term security. The organization comprises teachers, government, consumer bodies, the Financial Services Authority and industry representatives. Amongst other projects Mrs. van den Hende has spearheaded both the Excellence & Access programme and Learning Money Matters which offer support to teachers in secondary schools for finance education. She was previously Chief Executive for Parent Network, a national charity providing education and support to parents. She also served as Deputy Director of National Council for One Parent Families. She is Chair of Milton Keynes Citizen Advice Bureau and Chair of the Curriculum Committee of Stantonbury Campus School. Mrs. van den Hende is a Fellow of the Royal Society of Arts.

Lorenza Pegoretti, Lawyer at Adiconsum (Italy), Speaker

Lorenza Pegoretti is working as a lawyer at Adiconsum in Italy. She graduated from Trento University in law studies and practised civil and labour law after her first years of graduation. She has been working as a lawyer at Adiconsum for several years, dealing with consumer issues with particular attention to credit reporting. She was the author for the Italian section of a study relating to consumer rights and laws as a part of the project commissioned by the European Union. Adiconsum is an association with approximately 122.000 members that has been founded in 1987 upon an initiative of a trade union in Italy. Its main purpose is the protection of consumers. Currently, Mrs. Pegoretti is also teaching consumer law and credit reference for an on-line master promoted by Adiconsum and the University of Rome.

Bogomil Nikolov, Executive Director, Bulgarian National Consumers Association, (Bulgaria)

Bogomil Nikolov is the Executive Director of the Bulgarian Consumers Association. He is also Bulgarian representative in the European Consumer Consultative Group (ECCG). He worked as public counsel (Commission on Civil Society of the 39. National Assembly of Bulgaria) and served as Program Coordinator at the Political Science Research Center in Sofia. He holds a Master of Political Science and a Master of Business Administration from the Sofia University and the University Erasmus in Rotterdam. Mr. Nikolov is the editor of the Consumer Newsletter of his association and has co-authored several books on the subject matter of consumer rights. The primary aim of the Bulgarian National Consumers Association is to defend collective consumer interests and to help consumers with complains. In 2006, the association operated ten help desks for consumers in Bulgaria.

Werner Sanio, Member of the Executive Committee of the Federal Working Group on Debt Counselling, Research Fellow at the Debt Counselling Centre (SFZ) at the Johannes Gutenberg University Mainz (Germany), Speaker

Werner Sanio serves as Member of the Executive Committee of the Federal Working Group on Debt Counselling and is Research Fellow at the Schuldnerfachberatungszentrum (Debt Counselling Centre, SFZ) at the Johannes Gutenberg University Mainz. He studied pedagogy and served from 1989 on as Director of AIDS Assistance Wiesbaden e.V. From 1994 to 2003 Mr. Sanio worked as debt advisor and later led the Department of Debtor Consultation at the SPAZ GmbH in Mainz. Since 2003 he is research fellow at the Johannes Gutenberg-University in Mainz (SFZ). The SFZ is a research and documentation centre for consumer insolvency and debt advice. The Federal Working Group on Debt Counselling is an independent association providing services for institutions that provide debt counselling services. The association has approximately 400 members of which 120 are juristic persons, including communities in Germany such as Hamburg or Munich, welfare organizations and consumer protection bureaus (Verbraucherzentralen).

Ileke van den Burg, Dutch Labour Party, Member of the European Parliament

Ileke van den Burg serves as a Member of the European Parliament for the Dutch Labour Party. She is the coordinator of the PES members in the European Parliament's Committee on Economic and Monetary Affairs and a substitute member of the Committee on the Internal Market and Consumer Protection. In the past Ileke van den Burg was a member of the Executive of the Dutch confederation of trade unions FNV and as such also of the ETUC Executive Committee of the European Trade Union Confederation. In 1994 she became a member of the Economic and Social Committee (including Chairwoman of the Social Affairs Committee and member of the Bureau). Since 1999 she is a Member of the European Parliament.