



Consumer Federation of America

-CONSUMER ASSEMBLY 2014 PROGRAM-

THURSDAY, MARCH 20

- 8:30am-8:45am** **Welcome (*Capital C/D*)**
- Stephen Brobeck, Executive Director
Consumer Federation of America
- 8:45am-9:15am** **The Consumer Priorities of Public Policymakers (*Capital C/D*)**
- Introduction Ellen Bloom, Senior Director of Federal Policy
Consumers Union
- Speaker The Honorable Chris Van Hollen
United States Congress
- 9:15am-10:00am** **The Consumer Priorities of Americans (*Capital C/D*)**
- Introduction Katie Smith Sloan, Senior Vice President & COO
LeadingAge, Inc.
- Speaker Scott Keeter, Director of Survey Research
Pew Research Center
- 10:00am-10:45am** **How Social Media Can Empower Consumers (*Capital C/D*)**
- Introduction Ed Mierzwinski, Consumer Program Director
U.S. PIRG
- Speaker Alan Rosenblatt, Partner
Turner Strategies
- 10:45am-11:00am** **Break**

CONCURRENT SESSIONS

- 11:00am-12:15pm** **Deceptive and Unconscionable Auto Sales Practices (*Capital B*)**
- Moderator Ellen Taverna, Senior Legislative Associate
National Association of Consumer Advocates
- Panelists Rosemary Shahan, President
Consumers for Auto Reliability and Safety
- Bob Nealon, Regional Vice President
CU Direct Corporation
- Chris Kukla, Senior Counsel for Government Affairs
Center for Responsible Lending
- Jack Fitzgerald, President/CEO
Fitzgerald Auto Malls

11:00am-12:15pm **Should Consumer Data Brokers be Regulated? (*Capital A*)**

Moderator Susan Grant, Director of Consumer Protection
Consumer Federation of America

Panelists Christopher Olsen, Assistant Director, Division of Privacy and Identity Protection
Federal Trade Commission

Pam Dixon, Executive Director
World Privacy Forum

Rachel Nyswander Thomas, Executive Director of the Data-Driven Marketing
Institute and Vice President of Government Affairs
Direct Marketing Association

Jennifer Barrett-Glasgow, Chief Privacy Officer
Acxiom

11:00am-12:15pm **Pitfalls and Successes of Government Databases with Consumer Incident
Information (*Washingtonian Boardroom*)**

Moderator Rachel Weintraub, Legislative Director and Senior Counsel
Consumer Federation of America

Panelists Sean E. Kane, Founder and President
Safety Research & Strategies, Inc.

Ruth Susswein, Deputy Director
Consumer Action

Scott Michelman, Attorney
Public Citizen

Ami Gadhia, Senior Policy Counsel
Consumers Union

12:30pm-2:00pm **Luncheon and Keynote (*Capital C/D*)**

Introduction Stephen Brobeck, Executive Director
Consumer Federation of America

Speaker Norm Ornstein, Resident Scholar
American Enterprise Institute

CONCURRENT SESSIONS

2:00pm-3:15pm **How Prepaid Cards Can be Made Even More Consumer Friendly (*Capital B*)**

Moderator Tom Feltner, Director of Financial Services
Consumer Federation of America

Panelists Lauren Saunders, Managing Attorney
National Consumer Law Center

Michelle Scales, Consumer and Community Banking Product Innovation Director
JPMorgan Chase

Thaddeus King, Senior Associate, Safe Checking in the Electronic Age Project
The Pew Charitable Trusts

Christina Tetreault, Staff Attorney
Consumers Union

2:00pm-3:15pm **Mandatory Arbitration and Other Seller Restrictions on Consumer Remedies
(*Capital A*)**

Moderator Ira Rheingold, Executive Director and General Counsel
National Association of Consumer Advocates

Panelists F. Paul Bland, Jr., Senior Attorney
Public Justice

Andrew Guzzo, Attorney
Kelly & Crandall, PLC

Scott Michelman, Attorney
Public Citizen

2:00pm-3:15pm **The Role of Government in Ensuring the Safety of New Technologies and
Products (*Washingtonian Boardroom*)**

Moderator Jack Gillis, Director of Public Affairs
Consumer Federation of America

Panelists Nancy Cowles, Executive Director
Kids in Danger

Tom Neltner, Senior Attorney
Natural Resources Defense Council

Sarah Wilson, Partner
Covington & Burling LLP

Shaun Kildare, Director of Research
Advocates for Highway and Auto Safety

3:15pm-3:30pm **Break**

3:30pm-4:45pm **How Improved Energy Efficiency Can Reduce Consumer Energy Use and Costs
(*Capital C/D*)**

Moderator Mel Hall-Crawford, Special Projects Director
Consumer Federation of America

Panelists Ursula Schryver, Vice President, Education and Customer Programs
American Public Power Association

Nic Lutsey, Program Director and US Co-Lead
International Council on Clean Transportation

Jennifer Thorne Amann, Buildings Program Director
American Council for an Energy Efficient Economy

Mark Cooper, Research Director
Consumer Federation of America

5:00pm-6:00pm **Reception (*Capital A*)**

FRIDAY, MARCH 21

8:30am-9:00am SEC Priorities (*Capital C/D*)

Introduction Barbara Roper, Director of Investor Protection
Consumer Federation of America

Speaker Mary Jo White, Chairman
U.S. Securities and Exchange Commission

9:00am-10:00am Consumer Protection Challenges and Priorities (*Capital C/D*)

Moderator Eric Friedman, Director
Montgomery County Office of Consumer Protection

Panelists Jessica Rich, Director, Bureau of Consumer Protection
Federal Trade Commission

John Sours, Administrator
Georgia Governor's Office of Consumer Protection

Brian Stiger, Director, Department of Consumer Affairs
County of Los Angeles

10:00am-10:30am Building the Broadband Network Compact (*Capital C/D*)

Introduction Mark Cooper, Research Director
Consumer Federation of America

Speaker Tom Wheeler, Chairman
Federal Communications Commission

10:30am-10:45am Break

10:45am-11:45am Public Interest Obligations in a Digital World (*Capital C/D*)

Moderator Mark Cooper, Research Director
Consumer Federation of America

Panelists Harold Feld, Senior Vice President
Public Knowledge

Robert Quinn, Senior Vice President-Federal Regulatory and Chief Privacy Officer
AT&T

Olivia Wein, Staff Attorney
National Consumer Law Center

11:45am-12:15pm Will the Proposed EU/US Trade Agreement Jeopardize Consumer Protections? (*Capital C/D*)

Introduction Katherine McFate, President and CEO
Center for Effective Government

Speaker Robert Weissman, President
Public Citizen