THURSDAY, MARCH 17, 2011

8:00 AM  REGISTRATION (Pre-Function Area)

8:30-11:00 AM  GENERAL SESSIONS (Capital C/D)

8:30-8:45 AM  WELCOME

Stephen Brobeck
Executive Director
Consumer Federation of America

8:45-9:15 AM  CONSUMER PROTECTION: WHAT’S AT STAKE IN THE 112TH CONGRESS?

Introducer: Janet Domenitz
Executive Director, Massachusetts Public Interest Research Group
President, Consumer Federation of America

Speaker: The Honorable Henry Waxman
United States House of Representatives

9:15-9:45 AM  PUBLIC OPINION IN AN ERA OF DISCONTENT

Introducer: George Gaberlavage
Policy Integration Director,
Consumer & Livable Communities, Office of Policy Integration, AARP

Speaker: Scott Keeter
Director of Survey Research
Pew Research Center
9:45-10:45 AM  THE CONSUMER REFORM AGENDA

Leading consumer advocates discuss the congressional and regulatory agenda and effective strategies for defending old protections, writing new rules, and winning needed reforms.

Moderator:  Travis Plunkett
Legislative Director
Consumer Federation of America

Panelists:  Ellen Bloom
Director of Federal Policy and the Washington Office
Consumers Union

  Erik Olson
Deputy Director, The Pew Health Group, Food Portfolio
The Pew Charitable Trusts

  Sally Greenberg
Executive Director
National Consumers League

  Ed Mierzwinski
Consumer Program Director
U.S. PIRG

10:45-11:00 AM  BREAK

11:00 AM-12:15PM  CONCURRENT ROUNDTABLES

DO ALL CONSUMERS NEED A BANK ACCOUNT? ARE PREPAID CARDS AN ALTERNATIVE? (Capital A)

Experts discuss and debate the question whether consumers with low and uncertain incomes really need a checking account and, if not, how these consumers can safely and affordably make payments, receive direct deposits, and build savings.

Moderator:  Jean Ann Fox
Director of Financial Services
Consumer Federation of America

Roundtable Participants:  Steve Streit
CEO
Green Dot Corporation
Ellen Lazar  
Senior Advisor to the Chairman on Consumer Policy  
Federal Deposit Insurance Corporation

Jennifer Tescher  
President and CEO  
Center for Financial Service Innovation

Suzanne Martindale  
Staff Attorney  
Consumers Union

Donna Ortega  
National Manager, Financial Innovation  
AARP Foundation

Graciela Aponte  
Senior Legislative Analyst, Wealth-Building Policy Project  
National Council of LaRaza

Ardie Hollifield  
Project Manager, Safe Checking in the Electronic Age  
The Pew Charitable Trusts

Michael Christian  
Manager, Savings & Checking  
Navy Federal Credit Union

**TURNING TRAGEDY INTO ADVOCACY (Washingtonian)**

Health and safety advocates, who have suffered the loss of a loved one because of an unsafe product, will discuss their activism -- its origins, success, and lessons for consumer advocacy.

**Moderator:**  
Rachel Weintraub  
Director of Product Safety and Senior Counsel  
Consumer Federation of America

**Panelists:**  
Linda Ginzel  
President and Co-Founder  
Kids In Danger

Nancy Donley  
President  
Safe Tables Our Priority
Janette Fennell
Founder and President
KidsAndCars.org

**TRENDS IN CONSUMER COMPLAINTS AND COMPLAINT RESOLUTION (Capital B)**

Consumer protection leaders identify the top and newest complaints that their agencies are receiving and new approaches for more effectively resolving, and preventing, these grievances.

**Moderator:**
Eric Friedman
Director
Montgomery County Office of Consumer Protection

**Roundtable Participants:**
Maria Tribble
Consumer Response Center Program Manager
Federal Trade Commission

Beverly Baskin
Senior Vice President & Chief Mission Officer
Council of Better Business Bureaus

Eduard Bartholome
Executive Director
Call For Action

John Breyault
Vice President
National Consumers League

Joe Ridout
Consumer Services Manager
Consumer Action

**12:15-2:00 PM**
**LUNCH AND KEYNOTE ADDRESS**
(Capital C/D)

**AMERICA'S 12 TRIBES: THE SOCIO-ECONOMIC, CULTURAL AND POLITICAL DIVIDES THAT SHAPE THE U.S.**

**Introducer:**
Janet Domenitz
Executive Director, Massachusetts Public Interest Research Group
President, Consumer Federation of America
Speaker: Dante Chinni
Author
Our Patchwork Nation

2:00-3:15 PM CONCURRENT ROUNDTABLES

CONSUMER DEBT BURDENS AND SOLUTIONS (Capital A)

Experts explain who is actually carrying unsustainable consumer debts, identify key barriers to debt reduction, and discuss effective ways to reduce these burdens and provide access to sustainable credit.

Moderator: Travis Plunkett
Legislative Director
Consumer Federation of America

Roundtable Participants:
Barrett Burns
President and CEO
VantageScore Solutions, LLC

Ellen Merry
Senior Economist, Division of Consumer and Community Affairs
Federal Reserve Board

Patricia Hasson
President
Consumer Credit Counseling Service of Delaware Valley

Gail Kilmer
Senior Vice President, Senior Card Marketing Product Executive
Bank of America

Lori Trawinski
Senior Strategic Policy Advisor, Consumer and State Affairs Team
AARP Public Policy Institute

Margot Saunders
Of Counsel
National Consumer Law Center

Claudia Warszawski
Manager of Personal Finance Management
Navy Federal Credit Union
Graciela Aponte  
Senior Legislative Analyst, Wealth-Building Policy Project  
National Council of LaRaza  

PRIORITIZING SAFETY RISKS (Washingtonian)  

Experts and advocates discuss how to best prioritize safety risks using imperfect information to assess criteria ranging from loss of life to the effectiveness of prevention.

Moderator: Donald L. Mays  
Senior Director, Product Safety/Technical Policy  
Consumers Union  

Roundtable Participants:  
Ronald Medford  
Deputy Administrator  
National Highway Traffic Safety Administration  

Dennis Blasius  
Eastern Region Director, Office of Compliance and Field Operations  
U.S. Consumer Product Safety Commission  

Sandra Hoffmann  
Economist, Food Economics Division  
USDA/Economic Research Service  

Cindy Pellegrini  
Associate Director, Department of Federal Affairs  
American Academy of Pediatrics  

Matthew R. Madia  
Federal Regulatory Policy Analyst  
OMB Watch  

THE ROLE OF THE FEDERAL TRADE COMMISSION IN AN EVOLVING MARKETPLACE AND REGULATORY ENVIRONMENT (Capital B)  

Participants in this session will discuss how the Federal Trade Commission will handle major issues such as privacy and new areas of responsibility such as auto lending practices, how it will coordinate with other federal agencies, how it prioritizes issues, and how consumer organizations and state and local agencies can get their issues on the FTC’s radar screen.

Moderator: Susan Grant  
Director of Consumer Protection  
Consumer Federation of America
Roundtable Participants:

David Vladeck  
Director, Bureau of Consumer Protection  
Federal Trade Commission

Julie Nepveu  
Senior Attorney, AARP Foundation Litigation  
AARP

Robert Gellman  
Privacy and Information Policy Consultant

Thomas D. Domonoske  
Of Counsel  
The Legal Aid Justice Center

Sharon Goott Nissim  
Consumer Protection Fellow  
Electronic Privacy Information Center

Ellyn Kay  
Investigator  
Fairfax County Consumer Affairs

3:15-3:30 PM  BREAK

3:30-5:00 PM  GENERAL SESSIONS (Capital C/D)

3:30-4:00 PM  U.S. CONSUMER PRODUCT SAFETY COMMISSION: AN UPDATE OF CRITICAL SAFETY ISSUES

Introducer:  Linda Ginzel  
President and Co-Founder  
Kids In Danger

Speaker:  Robert S. Adler  
Commissioner  
U.S. Consumer Product Safety Commission

4:00-5:00 PM  VULNERABLE CONSUMERS IN THE GREAT RECESSION

Experts and advocates discuss the consumer problems faced by those with low-incomes, little education, and poor health and how these problems can be overcome.
Moderator: Willard P. Ogburn  
Executive Director  
National Consumer Law Center

Panelists: Lawrence Mishel  
President  
Economic Policy Institute

Arloc Sherman  
Senior Researcher  
Center on Budget and Policy Priorities

Jonathan Rochkind  
Vice President and Director of Research  
Public Agenda

5:00-6:00 PM  RECEPTION (Capital A)

FRIDAY, MARCH 18, 2011

8:30-11:45 AM  REGISTRATION (Pre-Function Area)

9:00 AM  -12:00 PM  GENERAL SESSIONS (Capital C/D)

9:00-10:15 AM  THE FUTURE OF CONSUMER COMMUNICATIONS

Experts explain how the Internet, new communications devices, and social media are transforming consumer communications and information-seeking now and in the next decade.

Moderator: Parul Desai  
Communications Policy Counsel  
Consumers Union

Panelists: Lee Rainie  
Director  
Pew Internet and American Life Project

Link Hoewing  
Vice President, Internet Technology and Policy  
Verizon

Elizabeth Grossman  
U.S. Technology Policy Strategist  
Microsoft Research
Mark Cooper
Research Director
Consumer Federation of America

10:15-10:30 AM  BREAK

10:30-11:00 AM  FINANCIAL CHALLENGES FACING AMERICAN HOUSEHOLDS

Introducer: Stephen Brobeck
Executive Director
Consumer Federation of America

Speaker: Michael Barr
Professor of Law
University of Michigan Law School

11:00-11:30 AM  EVOLVING OUR SAFETY CULTURE

Introducer: Jack Gillis
Public Affairs Director
Consumer Federation of America

Speaker: The Honorable David L. Strickland
Administrator, National Highway Traffic Safety Administration
U.S. Department of Transportation

11:30 AM-12:00 PM  THE ROLE OF THE FTC AND OTHER CONSUMER PROTECTION AGENCIES IN TODAY'S MARKETPLACE

Introducer: Ira Rheingold
Executive Director
National Association of Consumer Advocates

Speaker: Julie Brill
Commissioner
The Federal Trade Commission

12:00 PM  MEETING ADJOURNS