

Registration Information

Name _____

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Phone (_____) _____

E-Mail _____

- Group 1:** Designated representatives of CFA member groups. **Fee: \$90.00**
- Group 2:** Government, academic, and non-CFA public interest groups. **Fee: \$110.00**
- Group 3:** Industry and trade association representatives. **Fee: \$300.00**

The registration fee includes all sessions, the lunch and the reception on Thursday, March 20th.

- Yes, I will attend the Thursday luncheon.
- I request a vegetarian/gluten free lunch.

Register online by using a credit card or check at www.consumerfed.org OR register by mail or fax:

Consumer Federation of America

1620 I Street, NW, Suite 200

Washington, DC 20006

Phone: 202-387-6121 Fax: 202-265-7989

Cancellation Policy: Cancellations or substitutions must be received by Wednesday, March 19th. There are no refunds for cancellations after that date or for conference no-shows.

On-site registration will be available on Wednesday, March 19th from 12:00 p.m. – 5:00 p.m. and on Thursday, March 20th beginning at 7:30 a.m.

Access services will be provided on request. Please notify CFA if these services are required.

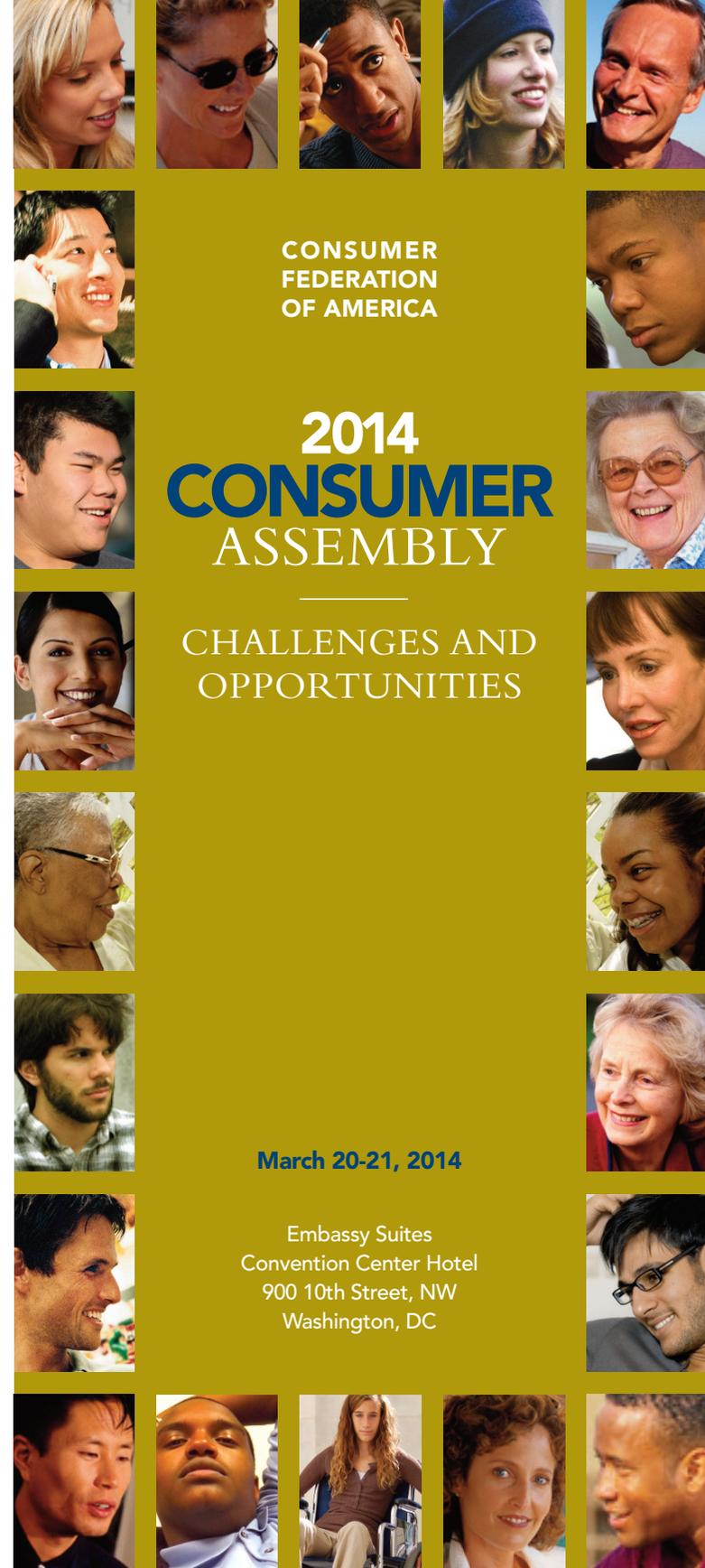
HOTEL

The Embassy Suites Convention Center Hotel has a small block of rooms available at the rate of \$289 plus tax on a first come first served basis. Reservations should be made individually by March 5, 2014 by calling 1-800-362-2779. Please identify yourself as a registrant of CFA's Consumer Assembly Conference in order to receive this rate.

Consumer Federation of America
1620 I Street, NW, Suite 200
Washington, DC 20006



2014
**CONSUMER
ASSEMBLY**
CHALLENGES AND
OPPORTUNITIES



CONSUMER
FEDERATION
OF AMERICA

2014
**CONSUMER
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March 20-21, 2014

Embassy Suites
Convention Center Hotel
900 10th Street, NW
Washington, DC



2014 CONSUMER ASSEMBLY

CHALLENGES AND OPPORTUNITIES

Since 1967, the Consumer Federation of America's Consumer Assembly has served as the consumer movement's principal meeting where consumer issues are reviewed, policy reforms are discussed, and new initiatives are presented. Once again, Consumer Assembly 2014 will have two special features:

- An emphasis on consumer protection, financial services, and health and safety. For each of these subjects, there will be at least two roundtable discussions and at least one general session.
- The roundtables will feature comments from a broad array of experts drawn from the consumer movement, academia, government, and business.

General sessions will feature both keynote speakers and panel discussions of issues of broad consumer interest.

The conference will begin at 8:30 a.m. on Thursday, March 20th and will conclude at 12:00 p.m. on Friday, March 21st. All those interested in consumer issues are invited to attend. To register online go to www.consumerfed.org or return the registration form on the back of this brochure.

Conference Issues

THE CONSUMER PRIORITIES OF PUBLIC POLICYMAKERS

Leading Congressional, Administration, and state officials discuss their public policy priorities in areas as diverse as financial services, communications, consumer safety, and consumer protection.

THE CONSUMER PRIORITIES OF AMERICANS

A leading pollster reviews how American attitudes are changing and the implications of these trends for consumer advocates.

HOW SOCIAL MEDIA CAN EMPOWER CONSUMERS

The digital revolution has made it increasingly possible for consumers to communicate with experts, other consumers, sellers, and government officials. How can consumers best use social media to improve their purchasing decisions, resolve problems, organize protests, and seek policy reform?

PUBLIC INTEREST OBLIGATIONS IN A DIGITAL WORLD

In less than two decades, the way consumers seek and communicate information has radically changed. But the old universal service obligations have not. How do we ensure that all Americans can participate fully in the new digital world? What is the role of the Federal Communications Commission, industry, and consumer groups?

SHOULD CONSUMER DATA BROKERS BE REGULATED?

Aided by technology, data brokers are collecting massive and increasing amounts of information on consumer interests, lifestyles, finances, health, and social interactions. How are these data being analyzed? To whom are they being sold, and for what purposes? What access and control do consumers have? Should collection, sale, or use of certain types of information be restricted?

PITFALLS AND SUCCESSES OF GOVERNMENT DATABASES WITH CONSUMER INCIDENT INFORMATION

Federal agencies with responsibility for protecting consumer health and safety maintain databases of individual consumer harms and related incidents. What is the importance of these databases to regulators, advocates, and consumers themselves? How can their usefulness be maximized while protecting consumer privacy and ensuring fair treatment for sellers?

THE ROLE OF GOVERNMENT IN ENSURING THE SAFETY OF NEW TECHNOLOGIES AND PRODUCTS

As new materials and technologies transform consumer products, what should regulators be doing to ensure that they are safe for consumers? More specifically, how much and what kinds of information do regulators need to know about new products ranging from ingredients in our food to driverless cars, and how should they collect this information?

MANDATORY ARBITRATION AND OTHER SELLER RESTRICTIONS ON CONSUMER REMEDIES

Pre-dispute mandatory arbitration provisions aimed at preventing consumers from filing class action lawsuits are increasingly common in consumer contracts. Some companies are trying to restrict consumer remedies through terms of service that include fees for disputing credit card charges or complaining to third parties. Are these provisions fair? Are they legal? How can we ensure that consumers are able to exercise their rights to seek fair treatment?

DECEPTIVE AND UNCONSCIONABLE AUTO SALES PRACTICES

As Americans purchase more new and used cars in an improving economy, to what extent are they confronted with unfair sales practices including yo-yo scams and discriminatory lending practices? What is the role of federal and state regulators, and consumer advocates, in checking these abuses?

HOW IMPROVED ENERGY EFFICIENCY CAN REDUCE CONSUMER ENERGY USE AND COSTS

Breakthroughs in motor vehicle, appliance, building, and communications technologies, and a greater commitment by business and government to adopt them, have made possible an America where consumers use less energy with lower costs. Which technologies offer the greatest energy efficiency potentials? How can these potentials be fully realized?

WILL THE PROPOSED US/EU TRADE AGREEMENT JEOPARDIZE CONSUMER PROTECTIONS?

The Transatlantic Trade and Investment Partnership that Europe and the US are negotiating is not about tariffs, but about regulatory convergence that could weaken existing protections on products, ranging from financial services to food and product safety. It could also jeopardize the ability of federal and state governments to enact future protections. How can we ensure that this trade deal will benefit, not harm, consumers?

HOW PREPAID CARDS CAN BE MADE EVEN MORE CONSUMER FRIENDLY

Over one-third of households use some sort of prepaid cards, and that percentage is increasing. Despite much initial criticism, in general the cards are improving in terms of value, convenience, safety, and accessibility. But they still do not enjoy the same protections or provide the same functionality as other basic banking products. What must industry and regulators do to continue improving this product, which is especially useful to lower-income consumers?