

16th November 2021 (Tuesday) 13.30-15.30 CET

E-commerce during the pandemic

Agenda

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Help and advice
for consumers
in Europe
ECC-Net
European Consumer Centres Network

13.30
Open for log-in

14.00
Introduction by the
moderator

14.05
Question: Who has benefited from
the pandemic? It seems
indisputable that the e-commerce
industry, but what about
consumers? Is it easier and safer for
them to shop online now?

FIRST ROUND OF ANSWERS

14.30
Question: What were the biggest
challenges for the industry, but also for
the consumers, in particular, the senior
consumers?

SECOND ROUND OF ANSWERS

14.55
Question: Have any new consumer
trends emerged - greater environmental
awareness, increased purchases from
foreign companies?

THIRD ROUND OF ANSWERS

15.20
Closing remarks by the
moderator

Panelists:

1. Augustin Reyna, *BEUC*
2. Jolanda Girzl, *Svensk Handel and Vice-Chair of BusinessEurope Consumer Marketing Working Group*
3. Patrick Oppelt, *German e-commerce directive contact point*
4. Antemir Ravzan, *Amazon*
5. Wojciech Szczerba, *ECC Poland (Moderator)*

The language of the event will be English.

