



# FINANCIAL SERVICES AND CONSUMER PROTECTION IN UKRAINE

## Agenda

July 14, 2011  
Hyatt Regency Kyiv  
Regency Ballroom  
5, A. Tarasova St.

09:30 – 10:00 Registration of participants  
Welcome coffee

*MODERATOR: Oleksandr Savchenko, Rector of International Institute of Business*

10:00 – 10:10 Opening remarks:  
- Natalia Berezhna, Office of Economic Growth, USAID

10:10 – 10:40 Presentation of Study **“FINANCIAL SERVICES CONSUMER PROTECTION IN UKRAINE: LEGAL ANALYSIS”** by Khanyk-Pospolitak Roksolana, Head of Department of Applied Legal Studies of the National University of "Kyiv-Mohyla Academy", Candidate of Legal Studies, Associate Professor, Consultant to USAID FINREP Project

10:40 – 11:20 Comments  
- Victor Novikov, Head of Legal Department, NBU  
- Yuriy Poluneev, Member of Parliament  
- Volodymyr Lavrenchuk, Chairman of the Management Board, RAIFFEISEN BANK AVAL  
- Anatoliy Sobolevskiy, Senior Lawyer of the All-Ukrainian NGO on Protection of Financial Services Consumers' Rights

11:20 – 11:30 Questions & Answers

11:30 – 12:00 Presentation of Study **“CONSUMER LENDING IN UKRAINE: SURVEYING THE LANDSCAPE”** by Alex Kutsenko, Expert, USAID FINREP Project

12:00 – 13:00 Discussion  
- Andriy Olenchik, Deputy Managing Director, DGF  
- Dmitry Zinkov, Chairman of the Management Board, OTP Bank  
- Sergiy Grygoryan, Head of Board, All-Ukrainian NGO “Nash Zahyst”  
- Myroslava Mulyar, Senior Lawyer, All-Ukrainian NGO “Nash Zahyst”

13:00 – 13:15 Questions and Answers

13:15 – 14:00 Luncheon