

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
Introduction by the moderator	14.00	
	14.05	<i>Question:</i> 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?
<u>FIRST ROUND OF ANSWERS</u>		
<i>Question:</i> What were the biggest challenges for the industry, but also for the consumers, in particular, the senior consumers?	14.30	
		<u>SECOND ROUND OF ANSWERS</u>
<u>THIRD ROUND OF ANSWERS</u>		
Closing remarks by the moderator	15.20	<i>Question:</i> Have any new consumer trends emerged - greater environmental awareness, increased purchases from foreign companies?

### 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. James Waterworth, *Amazon Director of EU Public Policy*
5. Wojciech Szczerba, *ECC Poland (Moderator)*

The language of the event will be English.

