

Safeguarding Consumers' Confidence in Digital Communications



Thursday, 26 March 2026

08:30 - 09:00	Registration and Welcome Coffee
09:00 - 09:10	<p>Welcome Address</p> <p>Mr Jesmond Bugeja, Chief Executive Officer, Malta Communications Authority</p>
09:10 - 09:20	<p>Keynote Address</p> <p>Hon. Silvio Schembri, Minister for the Economy, Enterprise and Strategic Projects</p>
09:20 - 09:40	<p>Presentation: Results of a Study on the Quality of Experience in Electronic Communications</p> <p>Ms Yanika Bugeja, Regulatory Compliance Analyst, Malta Communications Authority</p>
09:40 - 09:50	Audience Participation Quiz: The Consumer Reality Check
09:50 - 10:00	<p>Special Address</p> <p>MEP Dr Alex Agius Saliba, Member of the European Parliament (Malta)</p>
10:00 - 10:35	<p>Panel Discussion: Making Consumer Protection Work in the Digital Telecoms Era</p> <p>Moderator Mr Mark Stivala, Senior Manager, Malta Communications Authority</p> <p>Panellists Ms Laurence Nivot, Manager for Consumer Protection, Cullen International Ms Suzanne Spiteri, Malta Business Chamber Mr Cláudio Teixeira, Head of Digital Policy, BEUC – The European Consumer Organisation</p>
10:35 - 11:00	Coffee Break

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11:00 - 11:10	<p>Scene Setter: The State of the Scam Mr Ian Agius, Chief of Operations, Malta Communications Authority</p>
11:10 - 11:25	<p>Fireside Chat: The Victims' Perspective</p> <p>Moderator Ing. Deborah Pisani, Senior Manager, Malta Communications Authority</p> <p>Guests Mr Ryan Caruana, Group Chief Anti Financial Crime Officer and MLRO, Bank of Valletta Ms Catherine Smith, Senior Manager (Emotional Support), Victim Support Agency</p>
11:25 - 11:35	<p>Audience Participation Quiz: Perceptions on Scams and Victims</p>
11:35 - 12:15	<p>Panel Discussion: Preparing for Tomorrow</p> <p>Moderator Mr Alistair Farrugia, Senior Regulatory Analyst, Malta Communications Authority</p> <p>Panellists Mr Geoffrey Bezzina, Chairman, Board of Management and Administration, Office of the Arbiter for Financial Services Dr Ian Gauci, Managing Partner, GTG and Chair of the AI in Fintech Group, MFSAC Strategy for Financial Services Mr Freddie McBride, Manager, ComReg and Chair of ECC WG Numbering and Networks Mr Cláudio Teixeira, Head of Digital Policy, BEUC – The European Consumer Organisation</p>
12:15	<p>Closing & Networking Lunch</p>