

Conference on Online Dispute Resolution (ODR) for Cross-Border E-Commerce Transactions

18th of September 2013,
The Institute for European Studies, "Rome Room"
Pleinlaan 5,
Brussels
Belgium



Commerce is the driving force for the creation and development of ODR (Online Dispute Resolution). The Internet gains worldwide recognition as a global trading platform. ODR erases logistical barriers: parties do not have to waste time and money on travel; they can solve conflicts from their offices. However, since ODR is a relatively new tool, questions are abundant. This conference addresses the most important:

- Who benefits from ODR and how?
- How do Amazon, Pay Pal and eBay use ODR successfully?
- What laws and rules apply in the process?
- What if a contract does not address ODR, who can take advantage of it?
- How does one submit a dispute to ODR? How long does it take to reach a solution and what happens next?
- Is the decision binding and how is it enforced?
- How confidential is it?
- Why the rising giants of e-commerce in China *alipay*, *alibaba*, *aliexpress*, *madeinchina* and *taobao* choose ODR? What can we learn from them?
- What businesses need to know about the new EU Regulation No 524/2013 dated May 21st, 2013 on online dispute resolution for - consumer disputes and the new EU Directive 2013/11/EU dated May 21, 2013 on alternative dispute resolution for consumer disputes and the respective changes in ODR?
- What is the essence of the UNCITRAL's draft procedural rules for online dispute resolution for cross-border electronic transactions?

Do not wait to find out about the most modern version of dispute resolution and register by sending a filled in registration form (<http://www.arbitration-adr.org/activities/?p=conference&a=upcoming#46>) to events@arbitration-adr.org.

Conference Program

| WEDNESDAY 18th of SEPTEMBER 2013 | |
|--|---|
| 13.30-14:00 | Registration |
| 14:00-14:30 | <p>Speaker: Diana Wallis, former Member of EU Parliament, European Lawyer / Accredited Mediator / MCI Arb/Board Member IMI (International Mediation Institute)</p> <p>Topic of discussion - The general impact of Online Dispute Resolution on justice, legal systems and other forms of ADR including Arbitration</p> |
| 14:30-15:00 | <p>Speaker: Lukasz Klejnowski, Advisor to Member of EU Parliament</p> <p>Topic of discussion - The main changes that the new Regulation No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and the new Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes bring for consumers and traders.</p> |
| 15:00-15:20 | Coffee break |
| 15:20-15:50 | <p>Speaker: Patric Illigen, CEO German Mediation Academy</p> <p>Topic of discussion - Live-Online-Mediation as an highly effective way to solve complex mediation cases</p> |
| 15:50-16:20 | <p>Speaker: Colin Rule, COO Modria.com</p> <p>Topic of discussion - Why the rising giants of e-commerce in China choose ODR and what we can learn from them? How Amazon, Pay Pal and eBay use ODR successfully?</p> |
| 16:20-16:50 | <p>Speaker: Johan Billiet, President of Association for International Arbitration</p> <p>Topic of discussion - The UNCITRAL's draft procedural rules for online dispute resolution in the context of cross-border electronic transactions</p> |
| 16:50-17:00 | Question and answer session |
| 17:00 | Cocktail |