

# Transcript: @FTC Mobile Payments Workshop

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On April 26, 2012, the Federal Trade Commission hosted [a public workshop on mobile payments](#). Each of these tweets are publicly available on the [@FTC's Twitter account](#).

## Promotional Tweets

Paper, Plastic...or Mobile? Our workshop on mobile payments starts soon! Watch live & tweet Qs to #FTCmobile: [go.usa.gov/yGo](http://go.usa.gov/yGo)

Have you checked out the line-up for our workshop on mobile payments? Opening remarks at 8:30am ET! [go.usa.gov/yAu](http://go.usa.gov/yAu) #FTCmobile

Our workshop on mobile payments is about to start! Agenda, webcast & more info: [go.usa.gov/yGo](http://go.usa.gov/yGo) #FTCmobile

## Opening Remarks

FTC's David Vladeck, Director, Bureau of Consumer Protection, welcomes everyone to the workshop. #FTCmobile

FTC has examined payments space for years incl issues associated w/ mobile payments, privacy, security & disclosures. – Vladeck

Vladeck highlights recent Pew study that says 65% people believe mobile payments may eliminate need for cash/credit by 2020. #FTCmobile


Workshop will focus on diff types of payments, how consumers R affected & how to protect themselves when using new tech. –Vladeck #FTCmobile

Vladeck is pleased w/ workshop turnout including participants from some of the biggest, well known biz to smaller startups. #FTCmobile

No doubt all of us want 2 see that promised benefits of mobile payments R achieved & nobody wants 2 stifle innovation. - Vladeck #FTCmobile

## Carol Coye Benson Tweets

Carol Coye Benson, Glenbrook Partners, jumps right in to discuss Mobile Payments: The Present and the Future. #FTCmobile

 Seems to work on our end in internet explorer. Are you on a PC? Here's a direct link: <http://bit.ly/KdDOXN> #FTCmobile

Benson says many kinds of mobile payments. Good news: lots of choice/functionality. Bad news? It's going to be bit confusing. #FTCmobile

██████████ Hey! Here's the direct link for mobile payments workshop: <http://bit.ly/KdDOXN>  
Benson discussing NFC payments. She says there are two major declared players: ISIS and Google Wallet. #FTCmobile

Benson is showing videos of multiple mobile payment options such as Starbucks , LevelUp, and Pay With Square. #FTCmobile

Benson: Things 2 consider 4 mobile payments point-of-sale: ease of consumer adoption, merchant requirements, availability, etc. #FTCmobile

5 Qs: How big, how soon? New players? Payment data on phone or cloud? Tied 2 coupons or not? How many wallets, from whom? -Benson #FTCmobile

## Panel 1 Tweets

Panel 1 is starting! Discussing Opportunities & Challenges for Businesses & Consumers. #FTCmobile

Panelists (L to R): James Anderson, Kyle Enright, Robin Leidenthal, Adam Levitan, Lauren Saunders, and John Valentine. #FTCmobile

Reminder: If you're watching webcast on mobile payments, you can tweet Qs for panelists! Agenda, more here: <http://go.usa.gov/yGo> #FTCmobile

██████████ Hi Randy - you can tweet them to #FTCmobile or email FTCmobile(at)ftc(dot)gov. You could also post to <http://www.facebook.com/federaltradecommission>

██████████ Hi Jean, we don't have a chart like that readily available. If we come across one, we'll pass it along.

Andy Hasty, FTC, asks panelists what are the costs to consumers for using mobile payments? #FTCmobile

Watching our webcast? Works in PC / Internet Explorer (not Firefox, and not on Mac). We'll have video archive & transcript later. #FTCmobile

██████████ We will look into it. We will also have transcript and archive of video available.

Panelists discussing the number of consumers using mobile payments in the United States and who they are. #FTCmobile

On our Business Center Blog: Going Mobile: [go.usa.gov/ysg](http://go.usa.gov/ysg) #FTCmobile

## FTC Observation Tweets

Presentation: A Snapshot of Select Mobile Payment Provider's Disclosures – FTC Staff's Preliminary Observations. #FTCmobile

Staff observed what disclosures are made to consumers regarding biz dispute resolution policies & #privacy policies. #FTCmobile

Staff reviewed 19 mobile payment providers currently offering consumer facing products & services in US. #FTCmobile

Of biz reviewed, 11 allow consumers 2 buy goods in person, 6 over internet, 9 = virtual goods, 7 xfer funds, 7 = 1 or more. #FTCmobile

FTC staff discussing consumer liability for unauthorized charges. #FTCmobile

██████████ We will post the slides after the workshop! #FTCmobile

## Panel 2 Tweets

Panel 2 will cover the Legal Landscape and Dispute Resolution. #FTCmobile

Panelists L2R: Thomas Brown, Marianne Crowe, Michelle Jun, Martine Niedjadlik and Jorgen Gren. Moderators: Tom Kane & Patti Poss. #FTCmobile

██████████ No. We will have video archive and transcript available after workshop.

If you're watching webcast on mobile payments, you can tweet Qs for panelists! Agenda, more here: [go.usa.gov/yGo](http://go.usa.gov/yGo) #FTCmobile

██████████ Hi. There are not any slides available for this panel. #FTCmobile

Innovation should go forward, but at same time, have to ensure consumer is protected. - Michelle Jun #FTCmobile

FTC's Patti Poss asks: What impact does the current legal landscape have on unbanked or underbanked consumers? #FTCmobile

Martine Niejadlik's message to industry: Do the right thing, even if you don't have to, to ensure trust in the system. #FTCmobile

Snapped a quick picture of #FTCmobile Panel 2 before the lunch break:  
[pic.twitter.com/JX8Mfhyl](http://pic.twitter.com/JX8Mfhyl)

Our mobile payments workshop will resume soon! Copy of the agenda, webcast link & more here: [go.usa.gov/yGo](http://go.usa.gov/yGo) #FTCmobile

Direct link for FTC's mobile payments workshop here: [bit.ly/KdDOXN](http://bit.ly/KdDOXN) #FTCmobile

## OECD Tweets

Brigitte Acoca, Administrator, Organization for Economic Co-operation & Development, presenting on Mobile Payments Around World. #FTCmobile

Acoca says global volume of mobile transactions growing rapidly; increasingly processed by non-traditional financial orgs. #FTCmobile

OECD looking at 1)disclosure 2)confirmation process 3)various levels consumer protection 4)combating fraud 5)dispute resolution #FTCmobile

## Panel 3 Tweets

Panel 3 is starting: Drilling Down: Fraud Mitigation and Data Security. #FTCmobile

Panelists (L to R): Brad Greene, Ryan Hughes, Sarah Jane Hughes, Ben Milne & Paul Rasori. Moderators: Jim Chen & Manas Mohapatra. #FTCmobile

Tweet mobile payment Qs using hashtag or email us at [FTCmobile\(at\)ftc\(dot\)gov](mailto:FTCmobile@ftc.gov). If panelists don't get to it live, will followup. #FTCmobile

██████████ Hi. We've submitted your question to the panelists! #FTCmobile

Pic of #FTCmobile Panel 3: [pic.twitter.com/TUkD55fL](http://pic.twitter.com/TUkD55fL)

There R instances where card data exposed, need 2 B careful 2 not make industry-wide judgement that (mobile) not secure. - Hughes #FTCmobile

██████████ - will have transcript and video archive available on our site after the workshop.

██████████ Can you try Internet Explorer?

FTC asks if mobile transactions are more secure? Ben Milne says they are inheritantly more secure than a card if done correctly. #FTCmobile

We have to figure out where vulnerabilities R (in mobile payments) & put resources toward addressing them. - Sarah Jane Hughes #FTCmobile

Question from the audience: What about the vulnerabilities to the phone itself? #FTCmobile

Have a question for panelists? Tweet us or email us at FTCmobile(at)ftc(dot)gov. #FTCmobile


FTC asks: What should a consumer be looking for if they want to start using mobile payments? #FTCmobile

## Panel 4 Tweets

Panel 4 is starting! Drilling Down: #Privacy Issues. #FTCmobile

Panelists L2R: Susan Grant, Pat Walshe, Harley Geiger, Mallory Duncan, Michael Spadea.  
Moderators: Stacy Feuer & Katherine White. #FTCmobile

Mobile technology might help retailers know their customers better; could let them know when best customers R in store. - Duncan #FTCmobile

 Hi! We just submitted your question to panelists. #FTCmobile

FTC asks: What will lead to greater consumer trust in mobile payments? Is it baseline #privacy legislation? #FTCmobile

Pic of our #FTCmobile panelists discussing #privacy and mobile payments. [pic.twitter.com/PKSfbJt2](https://pic.twitter.com/PKSfbJt2)

FTC asks: What is the value proposition for the merchant? For the consumer? #FTCmobile

I'd love to see a #dontrack for mobile payments. - Geiger #FTCmobile

## Closing Remarks Tweets

FTC's Jessica Rich thanks everyone for participating & making workshop interesting. #FTCmobile

Rich highlights mobile payments benefits: easy, convenient way to pay; mobile coupons; possibility of lower transaction costs; etc. #FTCmobile

Rich: 3 potential concerns: 1) gaps in legal landscape 2) data security is challenge to consumer adoption 3) #privacy #FTCmobile

We urge those operating in mobile space to dev products & services w/ financial, security, & privacy protections in mind. – Rich #FTCmobile

And that is a wrap for our workshop! Thanks to everyone who participated online!! #FTCmobile