

PROTECTION OF CONSUMERS: RIDE-HAILING SERVICES



OCTOBER 15, 2025

09H00 – 13H00 (CET)



Online Event

Microsoft Teams

Session Language: English

AGENDA

09H00
09H30

WELCOME AND INTRODUCTION

Ana Paula Vitorino – *Chair of the Board (AMT)*

Brief overview of what's to come

Susana Baptista – *Director of Supervision (AMT)*

09H30
11H00

GOVERNANCE MODELS FOR RIDE-HAILING SERVICES

Governance model in Latvia

Annija Novikova – *Ministry of Transport of the Republic of Latvia*

Governance model in Schleswig-Holstein/Germany

Michel Hansen – *NAH.SH*

Governance model in Poland

Grzegorz Wartałowicz – *General Inspectorate of Road Transport*

Governance model in Portugal

Hugo Oliveira – *Director of Regulation (AMT)*

Discussion

11H00
13H00

COMPLAINTS RELATED TO RIDE-HAILING SERVICES

Complaint handling in Latvia

Laura Ozoliņa – *Road Transport Administration, Latvia*

Complaint handling in Portugal:

AMT – *Supervision Team*

Bolt (tbc)

Uber (tbc)

DECO (tbc)

Discussion