



# NACARA

NORTH AMERICAN COLLECTION AGENCY  
REGULATORY ASSOCIATION

*Ensuring the Fair and Equitable Administration of Collection Agency Regulation throughout North America*

<b>2023 NACARA ANNUAL CONFERENCE &amp; TRAINING EVENT AGENDA</b> <b>Grand Hyatt Denver, 1750 Welton Street, Denver CO 80202-3999</b> <b>Capitol Peak Room, 38<sup>th</sup> Floor</b> <b>September 17-20<sup>th</sup>, 2023</b> <b>Times all are MST</b>	
<b>Monday, September 18, 2023 – Regulators Only<sup>1</sup></b>	
8:30-9:00	<b>WELCOME &amp; OPENING REMARKS</b> <b>ERIN VAN ENGELEN, PRESIDENT OF NACARA</b> <b>NATHAN BLAKE, CO DEPT. OF LAW, CONSUMER PROTECTION</b> <b>DEPUTY ATTORNEY GENERAL</b>
9:00-9:45	<b>FEDERAL TRADE COMMISSION UPDATE</b> <b>KELLE SLAUGHTER, FTC SOUTHWEST REGION INVESTIGATOR</b>
9:45-10:30	<b>EXAMINATION TRAINING SEGMENT (PART 1)</b> <b>DATA INTEGRITY ISSUES IN MEDICAL DEBT COLLECTIONS</b> <b>CASE STUDIES</b> <b>BEVERLY LANG, CFPB</b> <b>LISA SCHIFFERLE, CFPB</b>
10:30-10:45	<b>BREAK</b>
10:45-11:30	<b>REGULATOR ROUNDTABLE</b> <b>NICHOLAS BRECHUN, COMPLIANCE SUPERVISOR – CONSUMER CREDIT UNIT,</b> <b>ATTORNEY GENERAL OFFICE, DEPARTMENT OF LAW – MODERATOR</b> <b>NIKOLAI FRANT- CO-PRESENTER,</b> <b>FIRST ASSISTANT ATTORNEY GENERAL – CO DEPARTMENT OF LAW</b> <b>(OPENING TOPIC FOR DISCUSSION – ATTORNEY EXEMPTIONS IN YOUR STATE)</b>

<sup>1</sup> Open to NACARA Members, Regulators, and Regulatory Affiliates only

12:30-1:30	<b>LUNCH IN HOTEL</b>
1:30-3:00	<b>EXAMINATION TRAINING SEGMENT (PART 2) MDCC ROLES AND RESPONSIBILITIES, TRANSACTION TESTING, AND TBD (SANDY GIBBONS, JILLIAN LAINE, MATT KINGSLEY)</b>
3:00-3:15	<b>BREAK</b>
3:15-4:00	<b>EXAMINATION TRAINING SEGMENT (PART 3) (SANDY GIBBONS, JILLIAN LAINE, MATT KINGSLEY)</b>
4:00-4:30	<b>BUSINESS MEETING &amp; NACARA ELECTIONS</b>
<b>Tuesday, September 19, 2023 - Regulators and Industry<sup>2</sup></b>	
8:30-9:30	<b>HOW MEDICAL DEBT PROTECTION LAWS ARE CHANGING DEBT COLLECTION COMPLIANCE MANAGEMENT SYSTEMS LESLIE BENDER, EVERSHEDES, SUTHERLAND, LLP, KEVIN CROCKER, BARRON &amp; NEWBURGER, GEORGE BUCK, HEALTHCARE COLLECTION CONSULTANT PORTER HEALTH MORGAN MARTIN LYONS, WATTS, MORGAN, PLLC</b>
9:30-10:30	<b>TELEWORKING – THE NEW NORM PANEL IT’S EFFECT ON STATE GOVERNMENT BUSINESS LICENSEES WHAT DEFINES A BRANCH? SCOTT KINKLEY, WA COLLECTION AGENCY BOARD MEMBER ARLENE WILLIAMS, MD DIRECTOR OF LICENSING JARI BINDER, ENFORCEMENT DIVISION CA</b>
10:30-10:45	<b>BREAK</b>
10:30-12:00	<b>REGULATOR/INDUSTRY OPEN ROUNDTABLE DISCUSSION MODERATOR – HERB THOMPSON (CA)</b>
12:00– 1:00	<b>LUNCH IN HOTEL</b>

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1:00-2:30	<p align="center"><b>STUDENT LOAN DEBT PANEL</b>  <b>CELINA DAMIAN, CA STUDENT LOAN SERVICING OMBUDSPERSON</b>  <b>KELSIE LESKO, CO OMBUDSPERSON</b>  <b>AMY HENNEN, MD OMBUDSPERSON</b></p>
2:30-2:45	<p><b>BREAK</b></p>
2:45-3:30	<p align="center"><b>NEW RULES AND HOW THEY MAY AFFECT EXAMINATION, ENFORCEMENT, AND THE SURVIVAL OF COLLECTION BUSINESSES</b>  <b>MANNY NEWBURGER, VP BARRON &amp; NEWBURGER, PC</b></p>
3:30-4:30	<p align="center"><b>BANK PARTNERSHIPS/EMERGING ISSUES AND NEW EMERGING PRODUCTS</b>  <b>JEDD BELLMAN, SENIOR COUNSEL, ORRICK, HERRINGTON, SUTCLIFFE, LLP</b>  <b>KEISHA WHITEHALL-WOLFE, COUNSEL -ORRICK, HERRINGTON, SUTCLIFFE, LLP</b>  <b>MISSY MEGGISON, GENERAL COUNSEL AND EDITOR, INSIDEARM</b>  <b>KATIE NEILL, GENERAL COUNSEL, TRUE ACCORD</b></p>
5:00-6:30	<p><b>NETWORKING EVENT</b>  <b>IN THE HOTEL</b></p>
<p><b>Wednesday, September 20, 2023 – Regulators and Industry<sup>3</sup></b></p>	
8:30-9:30	<p align="center"><b>DEBT COLLECTION UPDATE</b>  <b>ANDY MADDEN, ACA INTERNATIONAL</b>  <b>DAVID REID, RECEIVABLES MANAGEMENT ASSOCIATION INTERNATIONAL</b></p>
9:30-10:30	<p align="center"><b>WHAT'S NEW AT THE CFPB</b>  <b>JOHN MCNAMARA, CONSUMER FINANCIAL PROTECTION BUREAU</b></p>
10:30-11:30	<p align="center"><b>DO YOU KNOW WHERE YOUR DATA IS ?</b>  <b>WHERE IT CAME FROM AND WHERE IT CAN GO? – DATA USE AND DISCLOSURE</b>  <b>LESLIE BENDER, EVERSHEDES SUTHERLAND, LLP (PANEL HOST)</b>  <b>BRYAN ALBERTSON, HARRIS &amp; HARRIS</b>  <b>MICHAEL WRIGHT, NEL NET</b>  <b>JIM BECK, QUANTA</b></p>
12:00	<p><b>ADJOURN</b></p>

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