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| **2017 NACARA ANNUAL CONFERENCE & TRAINING EVENT AGENDA October 2 - 4, 2017 Embassy Suites - Bellevue**  **Bellevue, Washington** | |
| **Monday, October 2, 2017** | |
| 7:15 AM | **Registration** |
| 8:00 – 8:30 | **Welcome & Opening Remarks**  **Kathleen Drew, Assistant Director – Business & Professional Director, State of Washington Dept. of Licensing**  **Elizabeth Benotti, President, NACARA** |
| 8:30 – 10:15 | **General Session**  **Interview Techniques**  **Christopher Holland from the D. Glenn Foster Program** |
| 10:30 – 10:45 | **Break** |
| 10:45 – 12:00 | **General Session**  **Investigations vs. Examinations – Panel Discussion**  **Moderator – Kurt Johnson, State of MN**  **Grace Hamilton, WA Investigator**  **Garrett Young, MA Examiner** |
| 12:00 – 1:00 PM | **Lunch** |
| 1:00 – 3:00 | **General Session**  **Roundtable Discussion**  **Moderator – Jedd Bellman, State of Maryland** |
| 3:00 – 3:15 | **Break** |
| 3:15 – 4:30 | **General Session**  **Federal Trade Commission**  **“Initiatives Together”**  **Tom Carter, Senior Attorney** |
| 4:30 – 5:00 | **General Session**  **Questions/Comments on the Day/Surveys**  **Elizabeth Benotti, President, NACARA** |
| 5:30-7:30 | **Welcome Reception & Registration**  ***Embassy Suites Atrium*** |
| **Tuesday, October 3, 2017** | |
| 8:00 AM | **Registration** |
| 8:30 – 9:00 | **General Session –**  **CSBS – Nationwide Mortgage Licensing System (NMLS)**  **Tim Doyle, Senior Vice President, CSBS** |
| 9:00 – 10:00 | **General Session –**  **21st Century Debt Collection in a**  **20th Century Regulatory Framework Presented by David Cherner – Moss and Barnett, P.A. and Tim Bauer, President, Inside ARM** |
| 10:00 – 10:15 | **Break** |
| 10:15 – 11:00 | **General Session –**  **Commercial vs Consumer Collections**  **Sheryl Sailer, ND and Annette Waggoner, AALC – Commercial** |
| 11:00 – 12:00 PM | **General Session -**  **How Your Regulatory Exams Can Provide More Opportunities for the Regulator, the Examined Agency and the Consumer.”**  **Presenters: Tim Collins –General Counsel for Convergent Outsourcing and John Rossman - Moss and Barnett, P.A.** |
| 12:00 – 1:00 | **Lunch** |
| 1:00 – 2:00 | **Consumer Financial Protection Bureau (“CFPB”)**  **Jack Newman, Office of Supervision Policy**  **Discussion of how they determine their exam schedule/risk factors and any bureau updates** |
| 1:45-2:45 | **Cyber Security –WA Federal Bureau of Investigation**  **Ethan Via, Special Agent**  **Spotting, Reporting, and Preventing Fraudulent Schemes** |
| 2:45-3:00 | **Break** |
| 3:00 – 4:30 | **Unintended Consequences-Bank Accounts; Net Worth; Technology; Account Recalls**  **Presented by: Kelly Knepper- Stephens, General Counsel and CCO for Stoneleigh Recovery Associates, LLC and Manny Newburger – Barron & Newburger, P.C.** |
| Wednesday**, October 4, 2017** | |
| 8:00 – 9:00AM | **Business Meeting & NACARA Elections \*** |
| 9:00 – 10:00 | **Multi-State Examinations/Investigations**  **Anthony Polidori, Supervising Examiner**  **State of Idaho** |
| 10:30 – 12:00 | **Regulator Roundtable\***  **Jedd Bellman, Moderator,**  **Assistant Commissioner, State of Maryland** |
| 12:00 PM | **Adjourn – Travel** |