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

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| **2023 NACARA ANNUAL CONFERENCE & TRAINING EVENT****AGENDA****Grand Hyatt Denver, 1750 Welton Street, Denver CO 80202-3999** **Capitol Peak Room, 38th Floor** **September 17-20th, 2023****Times all are MST** |
| **Monday, September 18, 2023 – Regulators Only[[1]](#footnote-1)** |
| 8:30-9:00 | **Welcome & Opening Remarks****Erin Van Engelen, President of NACARA** **Nathan Blake, CO Dept. of Law, Consumer Protection****Deputy Attorney General**  |
| 9:00-9:45  | **Federal Trade Commission Update** **Kelle Slaughter, FTC Southwest Region Investigator**  |
| 9:45-10:30 | **Medical Billing Problems: Findings from the CFPB** **Office for Older Americans****Beverly Yang, Older Americans Policy Analyst, CFPB** |
| 10:30-10:45 | **Break** |
| 10:45-11:30 | **Regulator Roundtable** **Nicholas Brechun, Compliance Supervisor – Consumer Credit Unit, Attorney General Office, Department of Law – Moderator** **Nikolai Frant- Co-Presenter,** **First Assistant Attorney General – CO Department of Law****(Opening topic for discussion – Attorney exemptions in your state)**  |
| 11:30-12:30 | **Examination Training (Part 1) Developing Training Needs** **Overview- What to Expect on a Multi-State Exam****Jillian Laine, Supervisory Examiner, Idaho Dept. of Finance****Matthew Kingsley, Consumer Credit Examiner,****Wisconsin Department of Financial Institutions****Sandy Gibbons, Principal Financial Examiner,****Connecticut Department of Banking** |
| 12:30-1:30 | **Lunch in Hotel**  |
| 1:30-3:00 | **Examination Training (Part 2) Developing Training Needs****Transaction Tracing & Testing** **Jillian Laine, Supervisory Examiner, Idaho Dept. of Finance****Matthew Kingsley, Consumer Credit Examiner,****Wisconsin Department of Financial Institutions****Sandy Gibbons, Principal Financial Examiner,****Connecticut Department of Banking** |
| 3:00-3:15 | **Break** |
| 3:15-4:00 | **Examination Training (Part 3) Developing Training Needs** **Feedback and Q & A Discussion** **Jillian Laine, Supervisory Examiner, Idaho Dept. of Finance****Matthew Kingsley, Consumer Credit Examiner,****Wisconsin Department of Financial Institutions****Sandy Gibbons, Principal Financial Examiner,****Connecticut Department of Banking** |
| 4:00-4:30 | **Business Meeting & NACARA Elections**  |
| **Tuesday, September 19, 2023 - Regulators and Industry[[2]](#footnote-2)** |
| 8:30-9:30 | **How Medical Debt Protection Laws Are Changing Debt Collection Compliance Management Systems****Leslie Bender, Eversheds, Sutherland, LLP** **Kevin Crocker, Barron & Newburger** **George Buck, Healthcare Collection Consultant** **Heath Morgan, Martin Lyons, Watts, Morgan, PLLC** |
| 9:30-10:30 | **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**  |
| 10:30-10:45 | **Break** |
| 10:30-12:00 | **Regulator/Industry Open Roundtable Discussion** **Moderator – Herb Thompson (CA)** |
| 12:00– 1:00 | **Lunch in Hotel** |
| 1:00-2:30 | **Student Loan Debt Panel****Celina Damian, CA Student Loan Servicing Ombudsperson** **Kelsey Lesko, CO Ombudsperson** **Amy Hennen, MD Ombudsperson**  |
| 2:30-2:45 | **Break** |
| 2:45–3:30 | **New Rules and How They May Affect Examination, Enforcement, and The Survival of Collection Businesses****Manny Newburger, VP Barron & Newburger, PC**  |
| 3:30:4:30 | **Bank Partnerships/Emerging Issues and New Emerging Products** **Jedd Bellman, Senior Counsel, Orrick, Herrington, Sutcliffe, LLP** **Keisha Whitehall-Wolfe, Counsel -Orrick, Herrington, Sutcliffe, LLP****Missy Meggison, General Counsel and Editor, insideArm****Leana Lares, Legal Ops/Licensing Manager, True Accord** |
| 5:00-6:30 | **Beer Pairing/ Happy Hour Stations****in the hotel**  |
| **Wednesday, September 20, 2023 *–* Regulators and Industry[[3]](#footnote-3)**  |
| 8:30-9:30 | **Debt Collection Update** **Andy Madden, ACA International** **David Reid, Receivables Management Association International** |
| 9:30-10:30 | **What’s New at the CFPB****John McNamara, Consumer Financial Protection Bureau**  |
| 10:30-11:30 | **Do You Know Where Your Data Is ?** **Where it Came From and Where it Can Go? – Data Use and Disclosure****Leslie Bender, Eversheds Sutherland, LLP (Panel Host)****Bryan Albertson, Harris & Harris****Michael Wright, Nel Net****Jim Beck, Quanta** |
| 12:00 | **Adjourn**  |

1. Open to NACARA Members, Regulators, and Regulatory Affiliates only [↑](#footnote-ref-1)
2. Open to NACARA Members, Regulators, Regulatory Affiliates, and Industry [↑](#footnote-ref-2)
3. Open to NACARA Members, Regulators, Regulatory Affiliates, and Industry [↑](#footnote-ref-3)