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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)