

COVID-19

REG-F

CREDIT BUREAUS

CFPB

WE SURVIVED!

THE AGENDA

THE GREAT RESIGNATION

SAFEGUARDS

EMPLOYEE SHORTAGE

Wednesday, November 9

- 10:00 a.m.- 3:00 p.m. - Vendor Set-Up
- 1:00 p.m. - 3:00 p.m. - Member Registration
- 3:30 p.m. - Opening Remarks
- 4:00 p.m. - ACA Updates with David Williams
- 4:30 p.m. - Individual State Meetings
- 5:30 p.m. - Women in Collections Reception
- 6:30 p.m. - Dinner with Strangers

Thursday, November 10

- 7:30 a.m.—Breakfast
- 8:30 a.m.—Diversify to Survive
Learn from a panel of experts on how to diversify your collection portfolio and navigate different forms of debt.

Speakers: David Williams, Scott Leeds and Bill Howard

9:30 a.m.—Outwit, Outplay, Outlast

Recruiting, Training and Retaining

Speakers: Kelli Kruegger and Greg Ruffino

11:00 a.m. - Exile Island

Avoiding the Chopping Block - A lot of smaller agencies are being bought up- what can we do to avoid being "gobbled up?"

Speaker: Michael Lamm

12:00 p.m. - Lunch

1:00 p.m. - Tribal Council

Attorney Panel Q&A: **Chad Echols, John Bedard and Leslie Bender**

2:00 p.m. - Win Immunity- From the FTC

Technical Safeguards Rule

Speaker: Leslie Bender

3:00 p.m. - Choose an Alliance

How a small agency can use big agency technology.

Vendor Panel: TBD

4:00 p.m. - Time for a Confessional-

When was the last time you reviewed your policies and procedures to stay compliant with new rules and regulations?

Speaker: Ladonna Bohling

5:00 p.m. - Break

6:00 p.m. - Cocktail Reception and Dinner

Friday, November 11

8:00 a.m.—Vendor Breakfast

9:00 a.m.—Best Ideas and Best Practices

Speakers: Harry Strausser and Ladonna Bohling

11:00 a.m.—CFPB

Speaker: TBD

12:00 p.m.—End



OUTWIT

OUTPLAY

OUTLAST