



NACARA

**NORTH AMERICAN COLLECTION AGENCY
REGULATORY ASSOCIATION**

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

2018 NACARA ANNUAL CONFERENCE & TRAINING EVENT

AGENDA

October 15 - 17, 2018

Holiday Inn – Downtown Charleston - Charleston, SC

Tuesday, October 16, 2018 - Regulators and Industry

8:00-9:00	REGISTRATION & MEET THE REGULATOR BREAKFAST
9:00 – 9:45	GENERAL SESSION – LICENSING BOARD DISCUSSION: SIMILARITIES/DIFFERENCES/AUTHORITIES/BOARD MAKE-UP Peggy Matson (AR), Bradley Chapman (WY), and Grace Hamilton (WA)
9:45 – 10:45	DEBT COLLECTION INDUSTRY UPDATE Stephanie Idleman (CRC), Andy Madden (ACA), David Reid (RMA)
10:45 – 11:00	BREAK
11:00– 12:00	“UNDERSTANDING ALZHEIMER DISEASE AND HOW IT RELATES TO DEBT” Sam Wiley (VP of Programs, Alzheimer’s Association)
12:00-1:00	LUNCH
1:00-2:00	UNRAVELING HEALTHCARE COMPLIANCE Leslie Bender
2:00-3:00	GENERAL SESSION How Technology Is Changing the Collections Terrain Tim Lange and Kathryn L. Ryan, Buckley Sandler, LLP
3:00-3:15	BREAK

*Open to NACARA members, Regulators, and Regulatory Affiliates only

3:15-4:15	GENERAL SESSION – STUDENT LOAN SERVICING & DEBT COLLECTION Chuck Cross (CSBS) Stacey Serrano (CT)
4:15-5:00	NATIONWIDE MULTISTATE LICENSING SYSTEM (NMLS)/VISION 2020 Tim Doyle (CSBS)
5:00-8:00	NETWORKING RECEPTION – INDUSTRY & REGULATORS
Wednesday, October 17, 2018 – Regulators Only and Industry*	
8:00 – 9:00AM	LEGISLATIVE UPDATE, ETC. TITLE TBD Manny Newberger
9:00 – 10:00	COMMERCIAL COLLECTION OF AMERICA - TBD Manny Newberger and Annette Waggoner
10:00 – 11:00	GENERAL SESSION – BUREAU OF CONSUMER FINANCIAL PROTECTION (CFPB) UPDATE
11:00-12:00	REGULATOR ROUNDTABLE – PART II* Jedd Bellman (Vice-President of NACARA) - Moderator
12:00 PM	ADJOURN – TRAVEL

*Industry will not be included in this session

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