



# Educational Offerings

**Chief Compliance Officer Webinar Series:  
Reaching Consumers/Persons by Telephone Under the CFPB's  
New FDCPA Rule  
December 3, 2020 – 9:00am PT/12:00pm ET  
One (1) RMAI Education Credit Toward Certification**

**Sponsored By:**



In the first 30-minute webinar of the series, the course presenters will review in detail the provisions of the CFPB's Final FDCPA Rule about (1) telephone contact frequency limitations, (2) limitations on attempts to call and (3) leaving voicemails. Additionally, the presenters will discuss the "limited content message," when it may be used, whether it is an attempt to communicate, and the new Rule's interpretation that the limited content message is not a "communication" under the FDCPA. Presenters will also discuss the CFPB's rationale behind the Rule's call frequency limitations, as well as the "rebuttable presumption" of compliance with the limitations. Following the presentation, the presenters will take questions.

The CCO series is designed for chief compliance officers, but open to all other industry professionals. Watch for the next webinar in the series on Thursday, December 10, on the topic of Emails & Safe Harbor.

**Pricing:**

**Member:** \*Free

\*One free registration per member company; additional registrations as member rate)

**Non – Member:** \$94

[Register](#)

**Course Presenters:**



**Rozanne Andersen, J.D.**, serves as Ontario Systems' Vice President and Chief Compliance Officer. She is responsible for leading Ontario Systems' corporate efforts and response to the CFPB's launch of compliance examinations in the ARM industry. Rozanne's advocacy work on behalf of the credit and collection industry has resulted in landmark legislation and regulation at both the state level and the federal level with regard to the FDCPA, FCRA and HIPAA. In 2020, Rozanne was named Chief Compliance Officer of the Year (Large Company) by the international Women in Compliance Network.



**Chuck Dodge** is a partner with Hudson Cook, LLP. His practice includes assisting financial institutions, finance companies, licensed lenders, mortgage bankers, other creditors and the vendors who serve them in the development and maintenance of consumer credit compliance programs. Chuck has primary responsibility for the firm's federal and state debt collection practice and assists clients with regulatory compliance issues related to the enforcement of credit agreements and the recovery of delinquent consumer debts.