



# Educational Offerings

## Chief Compliance Officer Webinar Series: Time, Place and Manner Restrictions - Oh My! Breaking down Reg. F's Requirements and Strategies for Compliance (Part 4 of 5)

**January 7, 2021 – 9:00am PT/12:00pm ET**  
**One (1) RMAI Education Credit Toward Certification**

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Join us for a deep dive into Reg. F's provisions relating to the time, manner and place of permitted debt communications with consumers. Our presenters will explore what Reg. F says (and does not say) with regard to permissible contact windows, how to identify inconvenient times and places and communicating with consumers while at work. We will also discuss the final requirements and restrictions for using text and email to communicate, options for transferring related consent to such methods of contact and opt out requirements. The presenters will conclude with a discussion of proposed best practice considerations and recommended oversight controls. This session is a must for anyone with responsibility for overseeing the implementation of consumer contact strategies and the use of email and text in collections. (The Rule's effective date is date is November 30, 2021, one year after the date of publication in the Federal Register.)

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, January 14, 2021 on the topic of Letters. Recordings of the December 3<sup>rd</sup>, December 10<sup>th</sup>, and December 17<sup>th</sup> webinars: [Reaching Consumers/Persons by Telephone Under the CFPB's New FDCPA Rule, Email & Safe Harbor – How to Navigate New Regulation F's Bona Fide Error Defense](#), and [Text Messaging & Safe Harbor – How to Navigate New Regulation F's Bona Fide Error Defense](#) are available at <https://rmaintl.org/education/online-education/>.

### Pricing:

**Member:** Free

**Non – Member:** \$94

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### Course Presenters:



**Stefanie Jackman** is the leader of Ballard Spahr's Debt Collection Team and partner located in Ballard's Atlanta office. Stefanie is nationally recognized for her expertise in collections compliance and litigation across all segments of the financial services industry, including traditional financial products, fintech and online lending, healthcare, and student lending. She regularly assists clients with issues and litigation arising under the FDCPA, FCRA, TCPA, EFTA, and state law analogues.



**Anne Thomas** has been with Cavalry for over nine (9) years and has been in the debt collection industry for over fifteen (15) years. As part of her role, Anne is responsible to design, implement, and monitor the Compliance Management System. In addition, she serves as a member of Cavalry's Compliance Committee. Anne is a member of the RMAI Board of Directors, serving as Treasurer, and chairs several committees, including the State Legislative Committee. She is also an RMAI Certified Receivables Compliance Professional. Anne is an ACA International (ACA) Credit and Collection Compliance Officer and has received ACA's Scholar and Fellow designations.

