



Educational Offerings

ICYMI: A Legal Update for Debt Buyers and Debt Collectors You Cannot Afford to Miss

August 12, 2020 – 9:00am PT/11:00am CT/12:00pm ET

One (1) RMAI Education Credit toward Certification/Recertification

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During the past several months, debt buyers have justifiably focused their attention on issues related to COVID-19 preparedness. Managing workplace issues and tracking and complying with various state restrictions imposed on debt collection during the pandemic became a full-time job for many. Yet despite government and court closures, significant regulatory and case law developments have taken place during this same period of which you should be aware.

Join us for a fast-paced update and we'll catch you up on important recent cases about e-mail and telephone communications, collection letter issues, statute of limitation disclosures, and new rules for consumer-facing web portals maintained by a debt collector, to highlight just a few. We will also discuss enforcement of the CCPA, recent OCC and FDIC *Madden* rulemakings, the Supreme Court's decision regarding the constitutionality of the CFPB and other regulatory developments.

Pricing:

Member: *Free

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

Non – Member: \$94

Register

Course Presenters:



Rozanne Andersen serves as Vice President and Chief Compliance Officer for Ontario Systems, LLC, the leading provider of software, contact management and compliance consulting services to the Accounts Receivables Management (ARM) and Revenue Cycle Management (RCM) industry. Andersen has 30+ years of experience as general counsel, chief lobbyist, executive vice president and CEO of ACA International, as well as a practicing attorney specializing in banking and financial services.



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.



Kelly Knepper-Stephens is Vice President of Legal and Compliance for TrueAccord. Her work focuses on government regulation, compliance, and civil litigation. Kelly serves on the Board of Directors for the Receivables Management Association International and is an ACA Certified Instructor. She also served as a SER for the Arbitration and Debt Collection Rulemakings. Her podcast *Two DEBTicated Attorneys* can be found on podbean. *Collection Advisor Magazine* named Kelly one of the 20 Most Powerful Women in Collections in 2018.