



Executive Summit Agenda

Tuesday, 7/31

Pre-Summit Sponsored by The Bureaus, Inc.

Agenda is subject to change

8:30–9:00 am **Pre-Summit Registration**

9:00 am–4:00 pm **Golf—Cape Neddick Country Club**
Sponsored by Crown Asset Management, LLC

9:00–9:50 am **Compliance Considerations with FinTech Products**
*Speakers: Greg Woodford, Absolute Resolutions, Corp
Nicole Strickler, Messer, Stilp & Strickler, LTD*

10:00–10:50 am **Modern Communication Technology in Collections Workshop**
Speakers: John Bedard Jr, Bedard Law Group, P.C. | Tim Collins, TrueAccord

10:50–11:10 am **Networking Break**

11:10 am–12:00 pm **Immerging Issues in Bankruptcy**
Speakers: Al Hochheiser, Maurice Wutscher LLP

12:10–1:00 pm **General Counsel Roundtable:
Legal and Compliance Workshop**
Speakers: Dara Tarkowski, Actuate Law | Jackson Walker, Resurgent Holdings

1:00–2:00 pm **Networking Lunch**
Sponsored by The Bureaus, Inc.

2:00–4:00 pm **Ethics as the Cornerstone of a
Compliance Management System**
*Speakers: Kelly Knepper-Stephens, Stoneleigh Recovery Associates, LLC
Don Maurice, Maurice Wutscher LLP*

4:00–7:00 pm **Registration Open**

5:00–7:00 pm **Opening Networking Reception**
Sponsored by Venable, LLP

9:00 pm **Networking Event: Fireside Nightcap**
Sponsored by RIP Medical Debt



Executive Summit Agenda

Wednesday, 8/1

Agenda is subject to change

7:30 am–4:00 pm **Registration Open**

8:30–9:45 am **Networking Breakfast**

9:45–10:00 am **Networking Break**

Keynote

10:00–11:00 am *Sponsored by* Ontario Systems LLC
The Honorable Bruce Poliquin, U.S. House of Representatives, Maine

11:00–11:15 am **Networking Break**

Keeping the Waters Calm: A View from Our State Lobbyists

11:15 am–12:05 pm *Speakers:* Andrew Cashman, PretiFlaherty
Bridget Morris, Morris & DeMag, Inc. | Richard Tisei, Preti Solutions

Networking Lunch

12:05–1:05 pm *Sponsored by* CenterPoint Legal Solutions, LLC

1:05–1:30 pm **Understanding the Consumers Perspective**

Federal Regulatory Panel

1:30–3:00 pm *Speakers:* Thomas Pahl, Consumer Financial Protection Bureau (CFPB)
John McNamara, Consumer Financial Protection Bureau (CFPB)
Scott Steckel, Consumer Financial Protection Bureau (CFPB) (invited)

3:00–3:15 pm **Networking Break**

3:15–4:15 pm **Markets Update: What's on the Horizon**

6:00 pm **Lobster Bake at Nubb's Lobster Shack**
Sponsored by VeriFacts, Inc. & EZ Messenger



9:00 pm **Networking Event: Fireside Nightcap**
Sponsored by CompuMail Information Systems





Executive Summit Agenda

Thursday, 8/2

Agenda is subject to change

8:00–10:00 am **Registration Open**

8:00–8:45 am **Networking Continental Breakfast**

8:45–10:35 am **Current Issues in the Debt Collection Industry:
Top Litigation Risks—Understanding Current Legal Trends**
Speakers: Dara Tarkowski, Actuate Law, LLC
Tomio Narita, Simmonds & Narita, LLP

10:35–11:00 am **Networking Break**

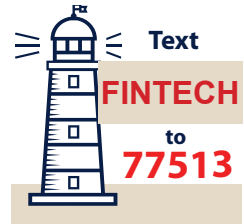
11:00 am–12:00 pm **Federal and State Legislative and Regulatory Update**
Dan Crowley, K&L Gates | Jim Mastriani, Velocity Portfolio Group
David Reid, RMA | Don Maurice, Maurice Wutscher LLP

Compliance Considerations with FinTech Products

Tuesday, July 31st 9:00-9:50 am

Course Description

Chain of title concerns, original creditor issues, interest calculations post Madden, and cause of actions to plead; this session will cover the compliance considerations with all aspects of fintech products from post purchase through judgments.



Speakers



Greg Woodford
Absolute Resolutions Corp.
Greg Woodford is the General Counsel of Absolute Resolutions

Corp. In this role his work focuses on the analysis of regulatory compliance standards, the guidance of business and operational functions of the company, development of strategies to comply with those regulatory standards, and general risk analysis and mitigation. He is an RMA Certified Receivables Compliance Professional (CRCP).



Nicole Strickler
Messer, Stilp & Strickler, LTD
Ms. Strickler concentrates her practice in the defense of consumer financial litigation throughout the country.

This includes representing clients in both individual and class actions involving state and federal consumer laws. In addition to her substantial experience in courtroom and trial practice, Ms. Strickler routinely speaks before industry trade organizations on issues affecting the consumer financial services industry.



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Modern Communication Technology in Collections Workshop

Tuesday, July 31st 10:00-10:50 am

Course Description

AI, live chat, voicemail drops, and texting; this session will provide practical considerations and discuss new case law concerning the use of technology to communicate effectively with the modern consumer.



Speakers



John Bedard Jr.
Bedard Law Group, P.C.

John H. Bedard, Jr. is the managing attorney of Bedard Law Group, P.C. located in Atlanta, Georgia. John represents creditors, asset buyers, and debt collectors nationwide helping them stay in compliance with state and federal law. He also manages the nationwide litigation for several collection agencies and focuses his litigation practice on FDCPA, TCPA, and FCRA defense. John's practice also focuses on defending regulatory actions including CFPB investigations and travels the country performing CFPB readiness audits for the collection industry.



Tim Collins
TrueAccord

Tim Collins joined TrueAccord, Corp. in 2017 as their Chief Compliance Officer to help scale their Audit, Compliance, and Legal Departments. He has over twenty years of experience in the accounts receivable management industry including first-hand experience in litigating cases. He is currently serving on the ACA International Federal Affairs Committee.



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Immerging Issues in Bankruptcy

Tuesday, July 31st 11:10-12:00 pm

Course Description

Coming Soon

Speaker



Alan C. Hochheiser
Maurice Wutscher, LLP

Alan C. Hochheiser is a leading practitioner in the areas of creditors' rights and bankruptcy law. Based in Maurice Wutscher's Cleveland office, he advises and represents businesses, regional and national banks, credit unions, equipment lessors and other lenders, as well as secured and unsecured creditors.



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General Counsel Roundtable: Legal and Compliance Workshop

Tuesday, July 31st 12:10-1:00 pm

Course Description

Coming Soon



Speakers



Dara Tarkowski
Actuate Law LLC

Dara Tarkowski concentrates her practice on the defense of creditors in litigation and regulatory matters, state consumer protection laws, licensing, and regulatory advocacy. Dara acts as outside general counsel to debt buyers and collection agencies and counsels her debt collection and debt buying clients with respect to policies and procedures, preparation for regulatory audits and CFPB exams, and responding to consumer complaints.



Jackson Walker
Resurgent Holdings

Jackson's background includes over 20 years of legal and compliance experience in consumer finance and insurance organizations. His experience includes working for both public and privately-held organizations in the insurance, consumer finance and healthcare sectors. Currently, Jackson serves as the General Counsel for Resurgent Capital Services.



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**required for certification/re-certification*

Ethics as the Cornerstone of a Compliance Management System

Tuesday, July 31st 2:00-4:00 pm

Course Description

A robust Compliance Management System (CMS) is critical to your success in the consumer financial services industry. This updated course will examine the impact ethical behavior has on commercial activities and how it often determines whether institutions can succeed when faced with adversity. In this presentation you will learn: 1) The principles of business ethics, 2) Ethics principles in use in the financial services industry, 3) The role ethical behavior has played in the outcome of civil and regulatory actions, 4) Ethics models used by successful organizations in other industries, 5) How businesses have integrated ethical principles into their operations to weather challenges, 6) How ethics models influence positive organizational and individual behavior, and 7) Examples of when an organization's weak ethics practices have resulted in civil and criminal liability. Whatever stage of development your CMS is at, you can benefit from this in-depth look at the theory and practice of ethics-driven compliance management.



Speakers



Don Maurice
Maurice Wutscher, LLP

Don Maurice is a partner at Maurice Wutscher, LLP, a law firm with offices in 11 states, representing the financial services industry nationwide. For nearly 30 years, Don has defended the financial services industry in bench and jury trials before various state and federal courts in both individual and class actions. Don serves as outside counsel to RMA.



Kelly Knepper-Stephens
Stoneleigh Recovery Associates, LLC

Kelly Knepper-Stephens is General Counsel and Chief Compliance Officer for Stoneleigh Recovery Associates, LLC, a debt recovery solutions company. Kelly focuses on government regulation, compliance, and litigation, advising her employer and its clients on regulations governing the industry. Kelly serves on the RMA Board of Directors, the Editorial Review Board for the Compliance Professionals Forum and as an ACA Certified Instructor.



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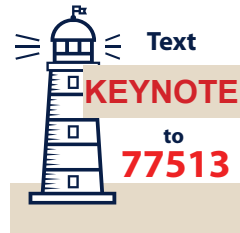
Keynote

Wednesday, August 1st 10:00-11:00 am

Course Description

Sponsored by Ontario Systems

Coming Soon



Speaker



The Honorable Bruce Poliquin
U.S. House of Representatives,
Maine

Congressman Poliquin is from Maine and serves on the House Financial Services Committee where he works on a wide range of issues relating to providing oversight to the financial services sector and helping to grow the American economy. Prior to running for Congress, Rep. Poliquin served as the State Treasurer in Maine where he advanced fiscal discipline, business common sense, and real solutions to Maine's serious problems. His goal has always been to help build a pro-economic growth climate that creates more jobs, less welfare, more liberty, and better lives for our citizens.

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Keeping the Waters Calm: A View from Our State Lobbyists

Wednesday, August 1st 11:15-12:05 pm

Course Description

New England is home to some of the most progressive state legislative bodies in the nation. It is no wonder that RMA has retained lobbyists in all six states over the past five years. Hear firsthand analysis and insights from three of RMA's New England lobbyists - Andrew Cashman from Maine, Bridget MORRIS from Vermont, and Richard Tisei from Massachusetts.



Speakers



Andrew Cashman
PretiFlaherty

Andy is a Partner in Preti Flaherty's Government Affairs Group. He represents a wide range of clients at every level of Maine government including the Maine Legislature, the Executive branch, and state agencies. His practice focuses on general business regulation and improving the regulatory climate for businesses. He has been recognized twice by his peers for inclusion as a Rising Star in Lobbying by Super Lawyers.



Bridget Morris
Morris & DeMag, Inc.

Bridget has rejoined the firm after five years in the financial services and insurance industries. As a licensed investment advisor, she gained working knowledge of the financial markets, personal finance, group health insurance, captive insurance, and financial governance for endowments and foundations. Prior to that she worked with Morris & DeMag, Inc., representing clients across a number of sectors to include manufacturing, energy and healthcare.



Richard Tisei
Preti Solutions

Richard Tisei holds the distinction of being the youngest Republican ever elected to the Massachusetts Legislature. First elected in 1984, Richard served 6 years in the Massachusetts House of Representatives followed by 20 years in the Massachusetts Senate. From 2007 to 2011, Richard served as Senate Minority Leader and, in 2010 he was the Republican Party nominee for Lieutenant Governor.

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Understanding the Consumers Perspective

Wednesday, August 1st 1:05-1:30 pm

Course Description

We are inviting representatives from consumer advocacy organizations to share their views on safeguarding consumers and their perspectives on the receivables management industry.



Speakers



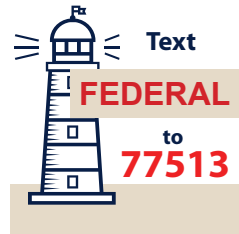
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Federal Regulatory Panel

Wednesday, August 1st 1:30-3:00 pm

Course Description

Many federal bureaus and agencies have regulatory responsibilities for the debt collection industry. This panel will include representatives from the FTC (invited), CFPB (confirmed), FCC (invited) and the OCC (invited); each to share their recent activities, provide updates and discuss how the agencies work together when regulating the industry.



Speakers



Thomas Pahl
Consumer Financial
Protection Bureau (CFPB)



Scott Steckel (invited)
Consumer Financial
Protection Bureau (CFPB)
Scott is responsible for

Consumer Response's relationships with the industry and their trade associations, working to ensure engagements with these stakeholders align with Bureau priorities. Before joining the Bureau in 2011, Scott worked at the FDIC's Division of Resolutions and Receiverships where he was certified in FDIC Claims Regulations. His management level experience includes residential construction lending, consumer and mortgage loan underwriting and wholesale/correspondent mortgage banking.



John McNamara
Consumer Financial
Protection Bureau (CFPB)

John McNamara is the Assistant Director of Consumer Lending, Reporting, and Collections Markets and the Debt Collections Program Manager in the Research, Markets and Regulation division of the Consumer Financial Protection Bureau. He has over 34 years of experience in the accounts receivable management (ARM) and call/contact center industries, in addition to all phases of collections, recovery and call center operations with deep focus on technology, process improvement and compliance management systems.

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Markets Update: What's on the Horizon

Wednesday, August 1st 3:15-4:15 pm

Course Description

Coming Soon



Speakers



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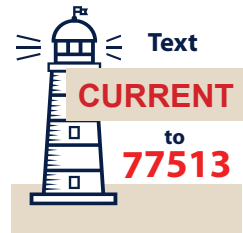
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Current Issues in the Debt Collection Industry: Top Litigation Risks— Understanding Current Legal Trends

Thursday, August 2nd 8:45-10:35 am

Course Description

Always our most popular session; this timely presentation provides the latest recommendations on insuring your business is compliant and focusing on the best strategies to prevent consumer litigation.



Speakers



Dara Tarkowski
Actuate Law, LLC

Dara Tarkowski concentrates her practice on the defense of creditors in litigation and regulatory matters, including matters involving the FDCPA, FCRA, TCPA, state consumer protection laws, licensing, and regulatory advocacy. Dara acts as outside general counsel to debt buyers and collection agencies and counsels her debt collection and debt buying clients with respect to policies and procedures, preparation for regulatory audits and CFPB exams, and responding to consumer complaints.



Tomio Narita
Simmonds & Narita, LLP

Tomio B. Narita is a partner with the California law firm, Simmonds & Narita LLP. His practice focuses on defending creditors, debt buyers, collection law firms and collection agencies in consumer litigation in federal and state courts throughout the country, including in class actions arising under the FDCPA, FCRA, TCPA, and other federal and state laws governing the credit and collection process. Mr. Narita also provides compliance advice relating to collection issues and is a frequent speaker at events relating to the collection industry.



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Federal and State Legislative and Regulatory Update

Thursday, August 2nd 11:00-12:00 pm

Course Description

Coming Soon



Speakers



Dan Crowley
K&L Gates

Thomas B. Pahl was appointed Acting Director of the FTC's Bureau of Consumer Protection by Acting Chairman Maureen K. Ohlhausen on February 21, 2017. He oversees the Commission's attorneys, investigators, and administrative personnel working to protect consumers from unfair and deceptive practices in the marketplace.



David Reid
RMA

David Reid serves as Director of Government Affairs & Policy for the Receivables Management Association (RMA). In this capacity, David manages the state legislative, regulatory, and advocacy activities of the association. David also serves as staff liaison to the RMA Certification Council and its Standards and Remediation Committees.



James Mastriani
Velocity Portfolio Group, Inc.
James J. Mastriani is President of Velocity Portfolio Group, Inc.

Founded in 2003, the company is in the business of acquiring assets originated by federal and state banks and other sources for the purpose of generating income and cash flow from the management and collection of these assets. The company also provides outsourced legal collection solutions for credit grantors, debt buyers, and other owners and originators of consumer receivables. James currently serves as the RMA Board Treasurer.



Don Maurice
Maurice Wutscher, LLP

Don Maurice is a partner at Maurice Wutscher, LLP, a law firm with offices in 11 states, representing the financial services industry nationwide. For nearly 30 years, Don has defended the financial services industry in bench and jury trials before various state and federal courts in both individual and class actions. Don serves as outside counsel to RMA.

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