

## CCO: Top Compliance Concerns for 2018

June 26, 2018 – 9:00am PT/11:00am CT/12:00pm ET

One (1) Education Credit toward Certification/Recertification

This session will provide an introduction for the 2018 Chief Compliance Officer (CCO) webinar series. It will cover the importance of proper staffing and resource management in light of increased activity at the state level. It will also cover the importance of proper evaluation of case law for a multi-state or national company. Lastly, a review of effective complaint management, specifically root cause analysis, will be provided.

### Pricing:

**Member:** \$64

(Purchase the entire series for \$200 and save over \$50!)

**Non – Member:** \$94

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### Course Presenters:



**Anne Thomas** is the Chief Compliance Officer for Cavalry Portfolio Services, LLC. As part of her role, Anne is responsible to implement and monitor the Compliance Management System. Prior to working at Cavalry, Anne was the managing Attorney at her law office. Anne is an ACA International (“ACA”) Credit and Collection Compliance Officer and has received ACA’s Scholar and Fellow designations. She is a member of the RMAI’s State Legislative Committee and is also an RMAI Certified Receivables Compliance Professional.



**Laura White** is the Chief Compliance Officer for PRA Group and has primary responsibility for the day-to-day implementation and oversight of the company’s compliance programs. Laura has more than 20 years of leadership experience in the financial services industry. She was previously chief risk and compliance officer for Allianz Global Assistance, Americas, where she was responsible for risk management and compliance, including operational risk, internal controls, business continuity and regulatory compliance.



**Kelly Knepper-Stephens** is General Counsel and Chief Compliance Officer for Stoneleigh Recovery Associates, LLC, a debt recovery solutions company. Her work focuses on government regulation, compliance, and civil litigation; she advises her employer and its clients on the FDCPA, FCRA, TCPA, GLBA, HIPAA, and other federal and state regulations. Kelly serves on the RMAI Board of Directors, the Editorial Review Board for the Compliance Professionals Forum, and is an ACA International Certified Instructor. She also served as a Small Entity Representative (SER) for the Arbitration and Debt Collection Rulemakings. Collection Advisor Magazine named Kelly one of the Top 25 Women in Collections in 2016.