



# Educational Offerings

## Alternative Communication Channels: What You Should Know And Consider?

June 10, 2019 – 9:00am PT/11:00am CT/12:00pm ET

One (1) Education Credit toward Certification/Recertification

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A new dawn in collection communications is on the horizon. Text messages, e-mail, web sites, and social media are just a few of the technologies collectors want to use and consumers embrace. Artificial intelligence is now taking these channels to a whole new level. Attend this session to learn what issues collectors should be sensitive to when incorporating new communication channels into their collection strategies and learn about the CFPB's vision for a digital collection industry.

### Pricing:

**Member:** \*Free

(\*One free webinar per company per month, all other registration will be billed at the member rate of \$64)

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### Course Presenters:



**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. He received his law degree from the Syracuse University College of Law and his undergraduate degree in Economics from the Pennsylvania State University.