

FCRA Updates in Light of COVID-19 and Current Litigation Trends

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Across the consumer financial services industry, credit reporting risk and compliance remain a top concern as seen in a recent consent order issued by the CFPB against a federal savings association for failing to comply with the Fair Credit Reporting Act (FCRA) and the Consumer Financial Protection Act (CFPA). Litigation and regulatory enforcement under the FCRA continue to increase, and most industry watchers expect that trend to continue. FCRA violations alleged by regulators or asserted in private litigation can prove costly to furnishers and credit reporting agencies alike, and require advance planning and investment in effective compliance controls to reduce potential risk.

Discussion Topics Include:

- An overview of CARES Act reporting requirements and discussion of related guidance on how to comply with the same;
- State law collection restricting or impacting credit reporting during a pandemic;
- Tips for effectively managing and responding to identity theft claims, including opportunities to use automation to more efficiently identify and respond to consumer disputes; and
- Current approaches and recommended best practices for reporting debt sales and consumer bankruptcies

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:



Stefanie H. Jackman is the leader of Ballard Spahr’s Debt Collection Team and a partner located in Ballard’s Atlanta office. Ms. Jackman is nationally recognized for her expertise with respect to applying debt collection laws across all segments of the financial services industry, including traditional financial products, fintech and online lending, healthcare, and student lending. She brings her collections compliance and litigation experience to bear in assisting her financial services industry clients facing state and federal government investigations and examinations, counseling them on complex compliance issues, assisting with debt portfolio acquisition diligence, and defending them in individual and class action lawsuits arising under an array of federal and state consumer financial laws.



John Rossman is a shareholder and chair of the Financial Services team at Moss & Barnett. Mr. Rossman is authorized to practice in fifteen different courts and jurisdictions across the country and he defends FDCPA and related cases nationwide. He is the co-host of the collection industry podcast *The Debt Collection Drill* and is also a frequent writer and lecturer on debt collection issues.