



## Agenda

Tuesday, August 1, 2023	
8:30 am – 7:00 pm	<b>Registration Open</b> <i>Sponsored by Absolute Resolutions Corp.</i>
8:30 am	<b>Silent Auction Opens</b> <i>Sponsored by Applied Innovation, Inc.</i>
9:00 am – 4:00 pm	<b>Golf at Poppy Hills Golf Course</b> <i>Sponsored by Crown Asset Management, LLC &amp; TRAKAmerica</i> 9:00 am Shotgun Start
9:00 – 10:00 am	<b>Networking Breakfast</b> <i>Sponsored by Convergence Acquisitions, LLC</i>
10:00 – 10:50 am	<b>Enhancing Consumer Communication Through Generative AI</b> <i>Sponsored by Prodigal</i> <b>Speakers:</b> Nathan Anderson, SuccessKPI Inc. Tim Collins, InDebted Kelly Knepper-Stephens, TrueAccord
10:50 – 11:00 am	<b>Coffee Bar</b> <i>Sponsored by TEC Services Group, Inc.</i>
11:00 – 11:50 am	<b>Do You Know Who's Watching? How the Financial Services Industry Is Addressing the New Safeguard Rules and Trends in State Regulation of Privacy and Data Security</b> <i>Sponsored by IDI</i> <b>Speakers:</b> June Coleman, Messer Strickler Burnette, Ltd. Bekah Luebcke, Crown Asset Management, LLC Heath Morgan, Martin Lyons Watts Morgan PLLC
12:00 – 12:50 pm	<b>Building a Diverse and Inclusive Workforce: Unveiling Pay Transparency, Strategic Recruiting, and Business Benefits</b> <i>Sponsored by Messer Strickler Burnette, Ltd.</i> <b>Speakers:</b> Saket Sahoo, Connect BPS Global Cherlynn Serafino-King, TrueAccord Nicole Strickler, Messer, Strickler, Burnette, Ltd.

12:50 – 2:00 pm	<b>Networking Lunch</b> <i>Sponsored by National Credit Adjusters, LLC</i>
2:00 – 2:50 pm	<b>Current Issues in Receivables Management</b> <i>Sponsored by Velo Law Office</i> <b>Speakers:</b> Rozanne Andersen, Finvi Manny Newburger, Barron & Newburger P.C. Jonathan Pompan, Venable LLP
3:00 – 3:50 pm	<b>Beyond Debt Collection Licensing: Other Required Licenses</b> <i>Sponsored by Universal Fidelity LP</i> <b>Speakers:</b> Christy Barger, Cornerstone Support Chuck Dodge, Hudson Cook
5:00 – 7:00 pm	<b>Opening Reception</b> <i>Sponsored by Venable LLP</i>
9:00 – 11:00 pm	<b>After-Hours Reception</b> <i>Sponsored by Hudson Cook, LLP</i>
<b>Wednesday, August 2, 2023</b>	
7:30 am – 3:30 pm	<b>Registration Open</b> <i>Sponsored by Absolute Resolutions Corp.</i>
8:00 – 9:45 am	<b>Breakfast with Industry Partners</b> <i>Sponsored by Velocity Portfolio Group, Inc.</i>
9:45 – 10:00 am	<b>Networking Break</b>
10:00 – 10:50 am	<b>Welcome by RMAI President Anne Thomas</b>  <b>Keynote Address by Elvis Chan, Federal Bureau of Investigation (FBI):  Cyber Threat Trends for 2023 &amp; Breach Prevention Guidance</b> <i>Sponsored by Security Credit Services, LLC</i>
10:50 – 11:00 am	<b>Networking Break</b> <i>Sponsored by Crown Asset Management, LLC</i>
11:00 am – 11:50 pm	<b>A Conversation with the CFPB</b> <b>Speaker:</b> Mark J. Cavin, Consumer Financial Protection Bureau (CFPB) John McNamara, Consumer Financial Protection Bureau (CFPB)
11:50 – 1:00 pm	<b>Networking Lunch</b> <i>Sponsored by TransUnion</i>
1:00 – 1:50 pm	<b>Market Update on Asset Classes</b> <i>Sponsored by RNN Group, Inc.</i> <b>Speakers:</b> Laura Jensen, Absolute Resolution Corp. Jon Mazzoli, Resurgent Capital Services Brett Soldevila, Security Credit Services, LLC

2:00 – 2:50 pm	<b>Insights from the Financial Services Industry</b> <i>Sponsored by Convoke, Inc.</i> <b>Speakers:</b> Andrew Duke, Online Lenders Alliance (OLA) Brian Fritzsche, Consumer Bankers Association (CBA) Jennifer Martin, National Automotive Finance Association (NAF) Dan Smith, Consumer Data Industry Association (CDIA) Celia Winslow, American Financial Services Association (AFSA)
6:00 – 7:00 pm	<b>Defense Law Cocktail Reception</b> <i>Sponsored by MauriceWutscher LLP, Messer Strickler Burnette, Ltd., and Womble Bond Dickinson</i>
6:30 pm	<b>Silent Auction Closes</b> <i>Sponsored by Applied Innovation, Inc.</i>
7:15 – 10:30 pm	<b>Monterey Bay Aquarium Experience &amp; Dinner</b> <i>Sponsored by EZ Messenger and VeriFacts, LLC</i> <b>Name badges are required for entry.</b>
<b>Thursday, August 3, 2023</b>	
8:00 – 10:00 am	<b>Registration Open</b> <i>Sponsored by Absolute Resolutions Corp.</i>
8:00 – 8:45 am	<b>Networking Breakfast</b> <i>Sponsored by Asset Recovery Bureau LLC</i>
8:45 – 9:35 am	<b>Regulators Doubling Down on Executive Liability</b> <i>Sponsored by Lateral Technology</i> <b>Speakers:</b> Heather Kochamba, Balbec Capital, LP Lauren Valenzuela, TrueAccord Sara Woggerman, ARM Compliance Business Solutions
9:35 – 9:45 am	<b>Networking Break</b>
9:45 – 11:45 am	<b>State &amp; Federal Legislative &amp; Regulatory Update</b> <i>Sponsored by Techno Brain BPO Ites Limited</i> <b>Speaker:</b> Dan Crowley, K & L Gates Don Maurice, Maurice Wutscher LLP Meghan Stoppel, Cozen O'Connor David Reid, RMAI
11:45 am – 12:00 pm	<b>Retreat Wrap-Up</b> Led by President Anne Thomas

Agenda Updated July 24, 2023

Learn more: <http://rmaintl.org/ES2023>