

# XXVII ANNUAL CONFERENCE

**FEBRUARY 5-8, 2024 | LAS VEGAS, NV**

**SCORE A NETWORKING  
TOUCHDOWN!**

## Monday, February 5, 2024

Agenda Color Key
RMAI Registration
Networking Event & Exhibit Hall Hours
Education Session (Juniper 1)
Education Session (Juniper 3)
Education Session: CLE Track (Juniper 4)

9:00 am - 3:00 pm	<b>Golf at the Las Vegas Golf Club</b> <i>Sponsored by Crown Asset Management, LLC and TRAKAmerica</i>
1:00 pm - 4:00 pm Aria Spa	<b>Step Out at the Spa: Pedis with Peers &amp; Blowout Bar</b> <i>Sponsored by NCB Management Services Inc.</i>
3:00 pm - 7:00 pm Atrium	<b>Registration Open</b> <i>Sponsored by EverChain</i>
3:00 pm - 6:00 pm Ironwood Ballroom	<b>Executive Lounge Open</b>
4:30 pm - 5:30 pm Atrium	<b>Legislative Fund Donor Appreciation Reception (Exclusive Event)</b>

## Tuesday, February 6, 2024

7:00 am - 7:30 pm Atrium	<b>Registration Open</b> <i>Sponsored by EverChain</i>		
7:00 am - 8:00 am Juniper 2	<b>Networking Breakfast</b>		
8:00 am - 6:00 pm Ironwood Ballroom	<b>Executive Lounge Open</b>		
8:00 am - 8:50 am	<b>Tech-Driven Ops Transformation: Revolutionizing Network Collections and Recovery</b> Juniper 1 <b>Speakers:</b> Bekah Luebcke, Crown Asset Management, LLC   Cody Owens, Equabli   Marian Sangalang, The Bureaus, Inc.	<b>Introductory Survey Course on Debt Buying</b> Juniper 3 <b>Speakers:</b> Mark Naiman, In the Park MDR   Tomio B. Narita, Womble Bond Dickinson	<b>Chief Compliance Officers Forum</b> Juniper 4 <b>Speaker:</b> John H. Bedard, Jr., Bedard Law Group, P.C.   Stefanie Jackman, Troutman Pepper   Michael Kane, Unifund CCR, LLC
8:55 am - 9:45 am	<b>AI: Innovating Through Uncertainty - Framework and Case Study</b> Juniper 1 <b>Speakers:</b> Josh Foreman, InDebted   Kristyn Leffler, Resurgent Capital Services		

9:45 am - 9:55 am Atrium	Networking Break		
9:55 am - 10:45 am	<b>New Exposures, New Risks: Are Your Web Portals’ Terms of Use Even Enforceable?</b> Juniper 1 <b>Speakers:</b> Rozanne Andersen, Finvi   Amanda Bost, Finvi   Manny Newburger, Barron & Newburger, P.C.	<b>Introductory Survey Course on Debt Buying</b> <i>Continued</i> Juniper 3	<b>Supervisory Examinations in the Aftermath of Regulation F</b> Juniper 4 <b>Speakers:</b> Vaishali Rao, Hinshaw & Culbertson, LLP   Jackson Walker, Resurgent Capital Services   Sara Woggerman, ARM Compliance Business Solutions
10:55 am - 11:45 am	<b>Navigating Compliance and Consumer-Centric Practices in Debt Buying and Collections</b> Juniper 1 <b>Speakers:</b> Dalié Jimenez, University of California, Irvine   Jonathan Pompan, Venable LLP		<b>Education Session: AI and Legal Collections</b> Juniper 4 <b>Speakers:</b> Lauren Burnette, Messer Strickler Burnette, Ltd.   Michael Stillman, Stillman Law Office, LLC
11:45 am - 12:45 pm	<b>Networking Lunch</b> Terrace		<b>First Time Attendee/New Member Luncheon</b> <i>Sponsored by Lexis Nexis Risk Solutions</i> Juniper 2
12:30 pm - 2:30 pm Atrium	Professional Headshots		
12:45 pm - 1:35 pm	<b>Your Certification Update for 2024 and the Impact for RMAI</b> Juniper 1	<b>Ethics as the Cornerstone of a Compliance Management System</b> Juniper 4 <b>Speakers:</b> Kelly Knepper-Stephens, TrueAccord   Don Maurice, Maurice Wutscher, LLP	
1:40 pm - 2:30 pm	<b>Fireside Chat with Claus Spedtsberg</b> Juniper 1 <b>Speakers:</b> Claus Spedtsberg, FENCA   Anne Thomas, Cavalry Investments, LLC		
2:30 pm - 3:30 pm Atrium	Specialty Coffee Bar		
2:40 pm - 3:30 pm Juniper 2	<b>Attorney/Collection Agency/Debt Buyer Networking Meeting</b> <i>Sponsored by Resolv.Global</i>		
3:35 pm - 4:05 pm Juniper 1	Annual Business Meeting		
4:05 pm - 5:00 pm Juniper 1	Solutions for a Winning Streak		
5:00 pm - 7:30 pm Ironwood Ballroom	Opening Reception / Exhibit Hall Open		
5:00 pm Ironwood Ballroom	<b>Silent Auction Opens</b> <i>Sponsored by Kino Financial Co., LLC</i>		



## Wednesday, February 7, 2024


<b>7:00 am - 6:30 pm</b> Atrium	<b>Registration Open</b> <i>Sponsored by EverChain</i>	
<b>8:00 am - 6:30 pm</b> Ironwood Ballroom	<b>Exhibit Hall Open</b>	
<b>8:00 am - 6:30 pm</b> Ironwood Ballroom	<b>Executive Lounge Open</b>	
<b>8:00 am - 6:00 pm</b> Ironwood Ballroom	<b>Silent Auction Open</b> <i>Sponsored by Kino Financial Co., LLC</i>	
<b>8:00 am - 9:00 am</b> Ironwood Ballroom	<b>Networking Breakfast</b>	
<b>9:00 am - 10:10 am</b> Juniper 1	<b>Keynote Presentation by Tom Quaadman</b> <b>Speaker:</b> Tom Quaadman, U.S. Chamber of Commerce	
<b>10:10 am - 10:30 am</b> Atrium	<b>Networking Break</b>	
<b>10:30 am - 11:20 am</b>	<b>It's Been a Busy Year for Federal Regulators...What's Up and What's to Come</b> Juniper 1 <b>Speakers:</b> Gandhi Eswaramoorthy, CFPB   John McNamara, CFPB   Paul Mezan, FTC	<b>Education Session: Mass Arbitration Risks</b> Juniper 4 <b>Speakers:</b> Wesley Boyd, Resurgent Capital Services   Tomio Narita, Womble Bond Dickinson, LLP   Frank Springfield, Burr & Forman LLP
<b>11:30 am - 12:20 pm</b>	<b>Education Session: Digital Communications</b> <i>Sponsored by Halsted Financial Services, LLC</i> Juniper 1 <b>Speaker:</b> Jackson Walker, Resurgent Capital Services	<b>Education Session: Alternative Markets in Fintech</b> Juniper 4 <b>Speakers:</b> Mellisa Massey, National Credit Adjusters, LLC   Katie Neill, TrueAccord
<b>12:20 am - 2:00 pm</b> Ironwood Ballroom	<b>Networking Lunch</b> <i>Sponsored by National Loan Exchange</i>	
<b>12:30 pm - 2:30 pm</b> Atrium	<b>Professional Headshots</b>	
<b>2:00 pm - 2:50 pm</b>	<b>Education Session: Auto Panel</b> Juniper 1 <b>Speakers:</b> Chuck Dodge, Hudson Cook, LLP   Jeremiah Matthews, Ally Bank   Shannon Rodden, Premier Forty Financial, LLC	<b>And the Survey Says...</b> Juniper 4 <b>Speakers:</b> Andy Carlson, Garnet Capital Advisors, LLC   Lou DiPalma, Garnet Capital Advisors, LLC
<b>3:00 pm - 3:50 pm</b>	<b>An Industry Point of View</b> Juniper 1 <b>Speakers:</b> Vincent Iacono, TRAKAmerica   Chad Lemke, Absolute Resolutions Corp.   Dan Simmons, TransUnion	<b>AI Governance: Balancing Innovation and Responsibility</b> Juniper 4 <b>Speakers:</b> Tim Collins, InDebted   Yumi Lawlor, January Technologies, Inc.   Heath Morgan, Martin Lyons Watts Morgan PLLC

<b>3:50 pm - 4:10 pm</b> Atrium	<b>Espresso Bar</b> <i>Sponsored by The Axiom Group</i>
<b>4:10 pm - 5:00 pm</b>	<div> <b>Problems Hiring and Retaining Employees? Consider Nearshore/Offshore Solutions</b>  Juniper 1  <b>Speakers:</b> Frank Esparza, Connect International, Inc.   Ken Rubin, Call Center Services International   Louis Siebrits, Nutun Business Services South Africa (Pty) Ltd.   Stephan Venter, Resolv Global   Henderson Watkins, Solvo Solutions, LLC </div> <div> <b>Education Session: Privacy</b>  Juniper 4  <b>Speaker:</b> Kim Phan, Troutman Pepper </div>
<b>5:00 pm - 6:30 pm</b> Ironwood Ballroom	<b>Networking Reception</b>
<b>6:00 pm</b> Ironwood Ballroom	<b>Silent Auction Closes</b> <i>Sponsored by Kino Financial Co., LLC</i>
<b>8:30 pm - 11:00 pm</b> Juniper 2, 3 & 4	<b>Tailgate Party</b> <i>Sponsors include DRN; Garnet Capital Advisors, LLC; TransUnion; VeriFacts, LLC; and Vertican Technologies, Inc.</i>



## Thursday, February 8, 2024

<b>8:00 am - 12:00 pm</b> Atrium	<b>Registration Open</b> <i>Sponsored by EverChain</i>
<b>8:00 am - 9:00 am</b> Atrium	<b>Networking Breakfast</b>
<b>9:00 am - 9:50 am</b> Juniper 1	<b>Diversity, Equity &amp; Inclusion: Fireside Chat with Denise Fields</b> <b>Speakers:</b> Denise Fields, TransUnion   Kelly Knepper-Stephens, TrueAccord
<b>10:00 am - 10:50 am</b> Juniper 1	<b>Current Issues in Receivables Management</b> <b>Speaker:</b> Nathan Anderson, SuccessKPI Inc.
<b>10:50 am - 11:00 am</b> Atrium	<b>Networking Break</b>
<b>11:00 am - 12:00 pm</b> Juniper 1	<b>State &amp; Federal Legislative &amp; Regulatory Update</b> <b>Speakers:</b> Dan Crowley, K&L Gates, LLP   Don Maurice, MauriceWutscher, LLP   David Reid, Receivables Management Association International   Meghan Stoppel, Cozen O'Connor
<b>12:00 pm</b>	<b>Conference Adjourns</b>



Updated 11/29/2023

Visit <http://rmaintl.org/AC2024> for more information