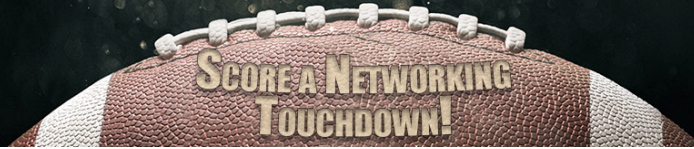


XXVII ANNUAL CONFERENCE

FEBRUARY 5-8, 2024 | LAS VEGAS, NV



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



Tuesday, February 6, 2024

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

9:45 am - 9:55 am Atrium	Networking Break		
9:55 am - 10:45 am	New Exposures, New Risks: Are Your Web Portals' Terms of Use Even Enforceable? Juniper 1 Speakers: Rozanne Andersen, Finvi Amanda Bost, Finvi Manny Newburger, Barron & Newburger, P.C.	Introductory Survey Course on Debt Buying Continued Juniper 3	Supervisory Examinations in the Aftermath of Regulation F <i>Sponsored by Hudson Cook, LLP</i> Juniper 4 Speakers: Vaishali Rao, Hinshaw & Culbertson, LLP Jackson Walker, Resurgent Capital Services Sara Woggerman, ARM Compliance Business Solutions
10:55 am - 11:45 am	Overcoming the Mythology of Debt Buying and Collections Juniper 1 Speakers: Catherine Calko, Spring Oaks Capital, LLC Barbara Nilson, Blitt & Gaines, P.C. Manny Newburger, Barron & Newburger, P.C.		AI and Legal Collections Juniper 4 Speakers: Lauren Burnette, Messer Strickler Burnette, Ltd. Michael Stillman, Stillman Law Office, LLC
11:45 am - 12:45 pm	Networking Lunch Terrace		First Time Attendee/New Member Luncheon <i>Sponsored by LexisNexis Risk Solutions</i> Juniper 2
12:30 pm - 2:30 pm Atrium	Professional Headshots		
12:45 pm - 1:35 pm	RMAI Certification: Program Overview, Audit Insights & Updates Juniper 1 Speakers: Shannon Parod, RMAI David Reid, RMAI Sara Woggerman, ARM Compliance Business Solutions, LLC		Ethics as the Cornerstone of a Compliance Management System Juniper 4 Speakers: Kelly Knepper-Stephens, TrueAccord Don Maurice, Maurice Wutscher, LLP
1:40 pm - 2:30 pm	Let's Hear It from the Other Side of the Pond Juniper 1 Speakers: Claus Spedtsberg, FENCA Anne Thomas, Cavalry Investments, LLC		
2:30 pm - 3:30 pm Atrium	Specialty Coffee Bar <i>Sponsored by National Loan Exchange, Inc.</i>		
2:40 pm - 3:30 pm Juniper 2	Attorney/Collection Agency/Debt Buyer Networking Meeting <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	Silent Auction Opens <i>Sponsored by Kino Financial Co., LLC</i>



Wednesday, February 7, 2024

7:00 am - 6:30 pm Atrium	Registration Open <i>Sponsored by EverChain</i>	
8:00 am - 6:30 pm Ironwood Ballroom	Exhibit Hall Open	
8:00 am - 6:30 pm Ironwood Ballroom	Executive Lounge Open	
8:00 am - 6:00 pm Ironwood Ballroom	Silent Auction Open <i>Sponsored by Kino Financial Co., LLC</i>	
8:00 am - 9:00 am Ironwood Ballroom	Networking Breakfast	
9:00 am - 10:10 am Juniper 1	Keynote Presentation by Tom Quaadman Speaker: Tom Quaadman, U.S. Chamber of Commerce	
10:10 am - 10:30 am Atrium	Networking Break <i>Sponsored by Becket & Lee LLP</i>	
10:30 am - 11:20 am	It's Been a Busy Year for Federal Regulators...What's Up and What's to Come Juniper 1 Speakers: Mark J. Cavin, CFPB Terence Culler, OCC Matthew Engelhart, OCC Paul Mezan, FTC	Mass Arbitration Risks Juniper 4 Speakers: Wesley Boyd, Resurgent Capital Services Tomio Narita, Womble Bond Dickinson, LLP Frank Springfield, Burr & Forman LLP
11:30 am - 12:20 pm	BBB Complaints on the Rise? Understanding the BBB Structure, Ratings and Tips for Addressing Complaints <i>Sponsored by Halsted Financial Services, LLC</i> Juniper 1 Speaker: Richard Woods, International Association of Better Business Bureaus (IABB) Brett Soldevila, Security Credit Services, LLC	Alternative Markets in Fintech <i>Sponsored by Hudson Cook, LLP</i> Juniper 4 Speakers: Mellisa Massey, National Credit Adjusters, LLC Katie Neill, TrueAccord Katherine O'Brien, United Holding Group, LLC
12:20 pm - 2:00 pm Ironwood Ballroom	Networking Lunch	
12:30 pm - 2:30 pm Atrium	Professional Headshots	

2:00 pm - 2:50 pm	Auto: Insights on Buying, Selling, Legal Considerations, and Industry Landscape <i>Sponsored by Pro Asset Information Solutions</i> Juniper 1 Speakers: Chuck Dodge, Hudson Cook, LLP Al Hochheiser, MauriceWutscher LLP Shannon Rodden, Premier Forty Financial, LLC	And the Survey Says... Juniper 4 Speakers: Andy Carlson, Garnet Capital Advisors, LLC Lou DiPalma, Garnet Capital Advisors, LLC
3:00 pm - 3:50 pm	The Economy: An Industry Point of View Juniper 1 Speakers: Chad Lemke, Absolute Resolutions Corp. Matt Russell, TRAKAmerica Dan Simmons, TransUnion	AI Governance: Balancing Innovation and Responsibility <i>Sponsored by Universal Fidelity, LP</i> Juniper 4 Speakers: Tim Collins, InDebted David Friedman, January Technologies, Inc. Heath Morgan, Martin Lyons Watts Morgan PLLC
3:50 pm - 4:10 pm Atrium	Espresso Bar <i>Sponsored by The Axiom Group</i>	
4:10 pm - 5:00 pm	Problems Hiring and Retaining Employees? Consider Nearshore/Offshore Solutions Juniper 1 Speakers: Frank Esparza, Connect International, Inc. Ken Rubin, Call Center Services International Louis Siebrits, Resolv.Global Stephan Venter, Nutun Business Services South Africa (Pty) Ltd. Henderson Watkins, Solvo Solutions, LLC	2023 Data Privacy & Security Roundup Juniper 4 Speaker: Michael Kane, Unifund CCR, LLC Kim Phan, Troutman Pepper Hamilton Saunders LLP Rob Winters, Crown Asset Management, LLC
5:00 pm - 6:30 pm Ironwood Ballroom	Networking Reception	
6:00 pm Ironwood Ballroom	Silent Auction Closes <i>Sponsored by Kino Financial Co., LLC</i>	
8:30 pm - 11:00 pm Juniper 2, 3 & 4	Tailgate Party <i>Sponsors include DRN; Equifax, Inc.; Garnet Capital Advisors, LLC; Provana, LLC; REPAY; TransUnion; VeriFacts, LLC; Vertican Technologies, Inc.; and Uniphore</i>	

Thursday, February 8, 2024

8:00 am - 12:00 pm Atrium	Registration Open <i>Sponsored by EverChain</i>	
8:00 am - 9:00 am Atrium	Networking Breakfast	
9:00 am - 9:50 am Juniper 1	Fireside Chat: Debunking Myths and Laying a Foundation for Diversity Equity & Inclusion Initiatives Speakers: Denise Fields, TransUnion Tim Collins, InDebted	

10:00 am - 10:50 am Juniper 1	Current Issues in Receivables Management Speakers: Nathan Anderson, SuccessKPI Inc. Bruce Jobe, Resurgent Capital Services Lauren Valenzuela, TrueAccord
10:50 am - 11:00 am Atrium	Networking Break
11:00 am - 12:00 pm Juniper 1	State & Federal Legislative & Regulatory Update <i>Sponsored by Convoke</i> Speakers: Dan Crowley, K&L Gates, LLP Don Maurice, MauriceWutscher, LLP David Reid, Receivables Management Association International Meghan Stoppel, Cozen O'Connor
12:00 pm	Conference Adjourns



Updated 1/31/2024

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