



# Educational Programs

## Urgent: Understanding the Major Changes to the New York Debt Collection Rules

Sponsored by:

October 30, 2024 – 9:00am PT/12:00pm ET  
One (1) RMAI Education Credit



On August 12, 2024, the New York City Department of Consumer and Worker Protection (DCWP) published its long-awaited [amendments](#) to the City’s Debt Collection Rule and an [FAQ](#). DCWP has been working on revisions to this rule since November 2022. It was the subject of two public comment periods which RMAI and an industry coalition submitted detailed responses on [December 19, 2022](#) and [November 29, 2023](#). Unfortunately, the concerns that were raised largely fell on deaf ears.

These rules are significant, complex, and in places arguably contradict existing state and federal consumer protections laws ([please see RMAI’s August 16, 2024 Member Alert](#)). This webinar brings together a panel of experts that will discuss these complicated amendments including the monthly log requirements, validation requirements, communication restrictions, expanded itemization requirements, time barred debt requirements, foreign language requirements, and medical debt limitations among other sections. This session is designed to discuss the specific requirements, not the additional actions of RMAI in its advocacy on this matter.

**Pricing:**

**Member:** Free

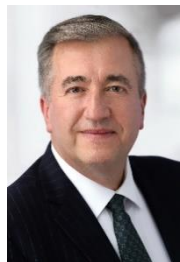
**Non – Member:** \$94

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**Course Presenters:**



**Bekah Luebcke** is a resourceful and creative leader with over 20 years of experience in the receivables management industry. She has held various operations, leadership, and vendor management positions within debt buying, recovery, payment processing, and revenue cycle management organizations. Bekah joined the team at Crown Asset Management, LLC in 2017 and currently serves as the Senior Vice President, Operations, where she oversees the Relationship and Inventory Management teams and many of Crown's extensive daily activities. Bekah is an RMAI Certified Receivables Compliance Professional and participates in various RMAI committees, frequently contributing to creating educational resources and participating in panel discussions for RMAI, NCBA, and other industry events. She is also passionate about leadership development, particularly for the advancement of women in leadership positions.



**Don Maurice** is a partner at Maurice Wutscher LLP representing the financial services industry in compliance matters, bench trials, jury trials and appeals of individual and class actions. He is admitted to the Bars of Massachusetts, New York, New Jersey and the District of Columbia and has practiced law since 1988. Don has been inducted into the American College of Consumer Financial Services Lawyers. Don serves as outside counsel to RMAI. He is editor of the Consumer Financial Services Blog ([cfsblog.com](#)). He is a frequent speaker and author on ethics, financial services, and privacy law. His many articles on consumer financial services law have been published in law reviews and trade publications



**Katie Neill** serves as Associate General Counsel at TrueAccord. Katie is a well-known attorney in the industry currently sitting on ACA's Judicial Committee and the Consumer Relations Consortium's Steering Committee. Katie was also the inaugural Chair of CRC's Legal Advisory Board. Katie has been heavily involved in advocating for the industry before federal and state regulators in several initiatives, including commenting on the CFPB's proposals (such as Regulation F) and other initiatives through CRC designed to bring regulators, consumer advocates, and industry to the table to educate each other and find mutual solutions.