RECEIVABLES MGMT. ASSOC. INTL.
SETTING THE GLOBAL STANDARD

Avoiding Discriminatory Collection Practices Including When Using Digital Technology and AI

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

Join us for a discussion on policies and processes that you should have in place to ensure that your operations avoid discriminatory collection practices across all aspects of your interactions with consumers, including machine learning or AI generated settlement models, digital and phone communications, ADA accommodations on your website, and special situations with certain consumer groups, like aging consumers and hardship policies. This webinar is brought to you by the RMAI DEIB Committee and qualifies for the required diversity certification credits.

Pricing:
Member: Free
Non – Member: $94

Register

Course Presenters:

	Brandon Lane brings over 22 years of experience in call center operations, specializing in both first-party and third-party collections. His extensive background includes senior roles in operations, where he has led teams of 50 to 200 agents, contributing to strategy, performance management, people development, and client engagement. Throughout his career, Brandon has successfully managed a diverse client portfolio in the ARM industry across first- and third-party spaces. Most recently, Brandon serves as Executive Vice President, overseeing performance management, compliance, and client services.
	Chris Willis is the co-leader of the Consumer Financial Services Regulatory Practice Group at the firm. He advises financial services institutions facing state and federal government investigations and examinations, counseling them on compliance issues including UDAP/UDAAP, credit reporting, debt collection, and fair lending, and defending them in individual and class action lawsuits brought by consumers and enforcement actions brought by government agencies.