



Educational Programs

CCO Webinar Series: From Paper to Practice: Building Policies & Procedures that Protect, Perform, and Prevail

September 17, 2025 – 9:00am PT/12:00pm ET

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In today's receivables management landscape, apathy is the enemy and regulatory uncertainty is the norm. This interactive session will arm compliance professionals with the tools and insights to transform policies and procedures from dusty shelf documents into active drivers of compliance, efficiency, and defensibility.

We'll start with a candid look at the state of the industry—addressing the twin challenges of combating complacency and navigating regulatory upheaval—before diving into the “why” behind policies, including their critical role in supporting the Bona Fide Error defense. You'll learn to clearly distinguish between policies and procedures, spot and close gaps in your P&P library, and ensure new policies are effectively implemented.

We'll also explore how to measure compliance performance with the right balance of preventative and reactive metrics, and how to use issue and change management processes to keep your program relevant and responsive. Whether you're refining a mature compliance program or building one from the ground up, you'll leave with practical strategies to create P&Ps that not only check regulatory boxes, but also work in real life.

Key Takeaways:

- Strategies to fight industry apathy and stay ahead of regulatory shifts
- The difference between a policy and a procedure (and why it matters)
- How to leverage policies for the Bona Fide Error defense
- Methods to identify and fill P&P gaps efficiently
- Balancing preventative vs. reactive compliance metrics

Pricing:

Member: \$64.00

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Course Presenters:



Chuck Dodge is a partner in the Maine office of Hudson Cook, LLP. Chuck is a member of RMAI and the ACA, as well as the Consumer Financial Services Committee of the Business Law Section of the American Bar Association. In his regulatory compliance practice, Chuck focuses on federal and state laws related to debt collection, account servicing, debt buying, foreclosure, repossession and the enforcement of creditors' rights more generally. Chuck's practice regularly involves assisting debt buyers and debt collectors, as well as their investors and lenders, with regulatory compliance matters related to licensing, collection conduct rules, resolving defaulted debts, loss mitigation and recovery.



Lauren Valenzuela is Associate General Counsel for TrueAccord Corp, has over 10 years advising on compliance with federal and state consumer protection laws, government regulation and affairs, state licensing requirements, data privacy, litigation defense, labor and employment issues, transactional matters, and business strategy. Lauren is a leader in the accounts receivables industry. She serves on multiple committees for Receivables Management Association International (RMAI) and ACA International, and is an ACA certified Credit and Collection Compliance Attorney.