



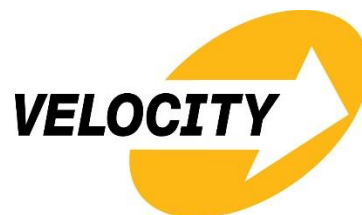
# Educational Programs

## CCO Webinar Series: Training

October 7, 2025 – 9:00am PT/12:00pm ET

One (1) RMAI Education Credit

Sponsored By:



- Topics you may be missing in your training program
  - State specific authorization requirements (role-based)
  - Role based dispute training
- Overly focused on laws and regulations but not on what to actively listen to. Hands on how-to training. Skillset training
- How to find resources to supplement training is limited resources
- Call monitoring scorecard and remediation
- Continual training for those responsible for training

### Pricing:

Member: \$64.00

Non – Member: \$94.00

[Register](#)

## Course Presenters:



**Kelley Knepper-Stephens** is the Chief Legal Officer at TrueML Technologies, parent company to TrueAccord Corp. She is a passionate advocate for making the law (and legal advice) interesting for everyone. Her work focuses on government regulation, compliance, and civil litigation. She advises on the intersection of innovation in technology with consumer protection statutes such as the Fair Debt Collection Practices Act, Fair Credit Reporting Act, Telephone Consumer Protection Act, Equal Credit Opportunity Act, privacy and security laws and other federal and state regulations.



**Sara Woggerman** is the owner and President of ARM Compliance Business Solutions. Sara works with organizations to drive compliant business practices through her consulting solutions. Sara's personalized approach prepares financial institutions for regulatory examinations, manage litigation risk, and improves the consumer experience. Sara is known for her passion in helping companies overcome their unique compliance and operational challenges through delivery of compliance risk assessments, policy development, service provider management and oversight, and executive level training programs designed to help financial services companies mitigate risk and maximize efficiency.