

The Big Apple's Big Changes: A Survivor's Guide to the DCWP Final Rule

March 24, 2026 – 9:00am PT/12:00pm ET

One and One Half (1.5) RMAI Education Credits

Join us for a high-energy, one-hour deep dive where we strip away the legal jargon and look at the reality of the **September 1, 2026** effective date. We'll tackle the heavy lifting required to get your business compliant. We won't just read the rules; we'll explore the "grey areas" where you'll need to make the tough calls on operationalizing these mandates.

Learning Objectives:

- **The "Final" Rules:** Get a comprehensive walkthrough of the adopted changes, from expanded record-keeping and audio recording samples to the new mandatory "natural person" callback requirements.
- **Operationalizing September 2026:** Discover practical strategies for updating your tech stack to handle revocable electronic consent and the "stop" request logic.
- **Mastering the Grey Areas:** Learn how to navigate the trickiest parts of the amendment, such as verifying medical debt in complex hospital billing environments and managing the new "Notice of Unverified Debt" timelines.
- **Strategic Compliance Decision-Making:** Walk away with a framework for making internal decisions where the law leaves room for interpretation, ensuring your company stays ahead of the NYC enforcement curve.

Pricing:

Member: Free

Non – Member: \$94

[Register](#)

Course Presenters:

	Don Maurice – Moderator: a partner at Maurice Wutscher LLP representing the financial services industry in bench trials and jury trials of individual and class actions as well as appeals. He is admitted to the Bars of Massachusetts, New York, New Jersey, and the District of Columbia and has practiced law since 1988.
	Scott Morris is a Managing Member of Tromberg, Miller, Morris & Partners, PLLC, a leading creditors' rights firm specializing in consumer collections and foreclosure. With over two decades of experience, Scott has built a reputation for combining deep legal expertise with operational innovation



Susan Namm is Chief Compliance Officer with Velocity Portfolio Group and has been in the credit and collection industry since 1985 and has held prior positions with nationally known Fortune 500 credit issuers and collection and BPO organizations. Prior to joining Velocity, she was responsible for establishing a successful collection Vendor Oversight Program for a student loan lender/servicer that met the expectations of the CFPB and oversaw all aspects of the program, including call monitoring, audit and risk assessment functions



Katie Neill is the General Counsel & Chief Compliance Officer at TrueAccord, a digital-first debt collection agency using cutting-edge technology to improve the consumer experience. As a recognized legal and compliance leader in the industry, Katie was appointed to the Debt Collection Advisory Committee by California's DFPI. She is also deeply involved in several industry groups, co-chairing ACA International's Judicial Committee and serving on several RMAI committees. Katie is dedicated to finding solutions to legal and compliance challenges and advancing the industry as a whole.