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| **2017 NACARA ANNUAL CONFERENCE & TRAINING EVENTAGENDAOctober 2 - 4, 2017Embassy Suites - Bellevue****Bellevue, Washington** |
| **Monday, October 2, 2017** |
| 7:15 AM  | **Registration** |
| 8:00 – 8:30 | **Welcome & Opening Remarks****Kathleen Drew, Assistant Director – Business & Professional Director, State of Washington Dept. of Licensing** **Elizabeth Benotti, President, NACARA** |
| 8:30 – 10:15  | **General Session** **Interview Techniques****Christopher Holland from the D. Glenn Foster Program** |
| 10:30 – 10:45 | **Break** |
| 10:45 – 12:00 | **General Session** **Investigations vs. Examinations – Panel Discussion****Moderator – Kurt Johnson, State of MN****Grace Hamilton, WA Investigator****Garrett Young, MA Examiner**  |
| 12:00 – 1:00 PM | **Lunch** |
| 1:00 – 3:00 | **General Session**  **Roundtable Discussion****Moderator – Jedd Bellman, State of Maryland** |
| 3:00 – 3:15 | **Break** |
| 3:15 – 4:30 | **General Session** **Federal Trade Commission** **“Initiatives Together”****Tom Carter, Senior Attorney**  |
| 4:30 – 5:00 | **General Session** **Questions/Comments on the Day/Surveys****Elizabeth Benotti, President, NACARA** |
| 5:30-7:30  | **Welcome Reception & Registration*****Embassy Suites Atrium***  |
| **Tuesday, October 3, 2017**  |
| 8:00 AM | **Registration** |
| 8:30 – 9:00 | **General Session –****CSBS – Nationwide Mortgage Licensing System (NMLS)****Tim Doyle, Senior Vice President, CSBS** |
| 9:00 – 10:00 | **General Session –****21st Century Debt Collection in a** **20th Century Regulatory Framework Presented by David Cherner – Moss and Barnett, P.A. and Tim Bauer, President, Inside ARM** |
| 10:00 – 10:15 | **Break** |
| 10:15 – 11:00 | **General Session –****Commercial vs Consumer Collections****Sheryl Sailer, Consumer Licensing Investigator, North Dakota** **Annette Waggoner, Commercial Collection Agencies of America** |
| 11:00 – 12:00 PM | **General Session -** **How Your Regulatory Exams Can Provide More Opportunities for the Regulator, the Examined Agency and the Consumer.”****Presenters: Tim Collins –General Counsel for Convergent Outsourcing and John Rossman - Moss and Barnett, P.A.** |
| 12:00 – 1:00 | **Lunch** |
| 1:00 – 2:00 | **Consumer Financial Protection Bureau (“CFPB”)****Jack Newman, Office of Supervision Policy****Discussion of how they determine their exam schedule/risk factors and any bureau updates** |
| 1:45-2:45 | **Cyber Security –WA Federal Bureau of Investigation****Ethan Via, Special Agent****Spotting, Reporting, and Preventing Fraudulent Schemes** |
| 2:45-3:00 | **Break** |
| 3:00 – 4:30 | **Unintended Consequences-Bank Accounts; Net Worth; Technology; Account Recalls****Presented by: Kelly Knepper- Stephens, General Counsel and CCO for Stoneleigh Recovery Associates, LLC and Manny Newburger – Barron & Newburger, P.C.** |
| Wednesday**, October 4, 2017** |
| 8:00 – 9:00AM | **Business Meeting & NACARA Elections \*** |
| 9:00 – 10:00 | **Multi-State Examinations/Investigations** **Anthony Polidori, Supervising Examiner****State of Idaho** |
| 10:30 – 12:00 | **Regulator Roundtable\*****Jedd Bellman, Moderator,** **Assistant Commissioner, State of Maryland** |
| 12:00 PM | **Adjourn – Travel** |