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| **2019 NACARA ANNUAL CONFERENCE & TRAINING EVENT**  **AGENDA**  **September 16th-18th, 2019 Eldorado Hotel & Spa – Santa Fe, New Mexico** | |
| **Monday, September 16, 2019 – Regulators Only[[1]](#footnote-1)** | |
| 7:00 – 8:00am | **Registration** |
| 8:00– 8:30 | **Welcome & Opening Remarks**  **Elizabeth Benotti (President of NACARA) & Christopher Moya, Director, Financial Institutions Division, New Mexico Regulations and Licensing Department** |
| 8:30 – 9:30 | **Federal Trade Commission Update**  **Tom Carter, Senior Attorney (FTC)** |
| 9:30 – 9:45 | **Break** |
| 9:45-10:15 | **Nationwide Multistate Licensing System (NMLS) Update**  **Tim Doyle, Senior Vice President - CSBS** |
| 10:15-11:00 | **License Wizard Demonstration**  **Bill Young, NMLS Business Services Vice President, CSBS** |
| 11:00-12:00pm | **Licensing Consultants Panel**  **“Services and Value”**  **Christy Young-Barger, Director of Risk Mgmnt. – Cornerstone &**  **Tim Lange, COO, Buckley, Sandler, LLP** |
| 12:00 – 1:00 | **LUNCH** |
| 1:00 - 2:00 | **“Offshore Collections: Regulatory Considerations”**  **Manny Newburger, Esquire – Barron, Newburger & Sinsley, PLLC** |
| 2:00 - 3:00 | **CSBS Policy Update**  **Mary Pfaff, Sr. Director – Legislative Policy, CSBS** |
| 3:00-3:15 | **Break** |
| 3:15–4:15 | **Business Meeting & NACARA Elections** |
| 4:15-5:00 | **Regulator Roundtable – Part I**  **Jedd Bellman (Vice President of NACARA) – Moderator** |
| 5:00-8:00 | **Regulator only Function\***  **Meow Wolf Art Museum & Group Dinner@**  **Second Street Brewery’s Rufina Taproom** |
| **Tuesday, September 17, 2019 - Regulators and Industry[[2]](#footnote-2)** | |
| 8:00-9:00am | **Registration & Meet the Regulator Breakfast** |
| 9:00 – 10:00 | **The Consumer’s Journey Through Credit, Collection and Artificial Intelligence Technology - What’s Coming”**  **Stephanie Eidelman, CEO iA Institute – Moderator** |
| 10:00-10:15 | **BREAK** |
| 10:15 – 11:00 | **True Accord – Machine Learning Process**  **Kelly Knepper-Stephens, Vice President &**  **Sophie Benbenek, Head of Data** |
| 11:00– 12:00pm | **General Session**  **Student Loan Servicing & Debt Collection**  **Chuck Cross, Moderator- CSBS**  **Panelists**  **Melinda Lee, Dept. of Business Oversight (CA)**  **Cindy Fazio, Chief Regulatory Affairs (WA)**  **Brad Fletcher, Consumer Services Mgr.-Student Loan Servicing (KS)** |
| 12:00-1:00 | **Lunch** |
| 1:00-2:00 | **Consumer engagement –**  **The Law, The Rule and Challenges**  **Rozanne Andersen, Vice President, CEO Ontario Systems, LLC** |
| 2:00-2:45 | **General Session**  **Artificial Intelligence, Myths, Marketing, Pitfalls & Positives**  **Gregory Allen, CEO - Pairity** |
| 2:45-3:00 | **Break** |
| 3:00-4:00 | **Privacy data Security I and II**  **Leslie Bender, CSO and General Counsel – BCA Financial Services & Debra Ciskey, Executive Vice President, Collection Coach, LLC** |
| 4:00-5:00 | **General Session**  **Debt Collection Update**  **Andy Madden, Vice President – ACA International** |
| 5:00-8:00 | **Networking Reception – Industry & Regulators** |
| **Wednesday, September 18, 2019** | |
| 8:00 – 9:00am | **BREAKFAST**  Regulators & Industry |
| 9:00- 10:00 | **Bureau of Consumer Financial Protection Update**  **New Debt Collection Rule**  **John McNamara, Asst. Director- Consumer Lending**  Regulators & Industry |
| **10**:00-11:00 | **Nonbank Cybersecurity Examination Program/Cyber 101**  **Chuck Cross, Sr. Vice President, CSBS**  Regulators & Industry |
| 11:00- 12:00pm | **Regulator Roundtable – Part II**  **Regional Group Sessions**  **Regulators Only**  **Jedd Bellman (Vice President of NACARA) - Moderator** |
| 12:00 | **Adjourn – Travel** |

1. Open to NACARA Members, Regulators, and Regulatory Affiliates only [↑](#footnote-ref-1)
2. Open to NACARA Members, Regulators, Regulatory Affiliates, and Industry [↑](#footnote-ref-2)