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| **2019 NACARA ANNUAL CONFERENCE & TRAINING EVENT****AGENDA****September 16th-18th, 2019Eldorado 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)