



NACARA
NORTH AMERICAN COLLECTION AGENCY
REGULATORY ASSOCIATION

NACARA ANNUAL CONFERENCE

Ensuring fair and equitable administration
of collection agency regulation throughout
North America



OCTOBER 4-6-2021



**AGENDA TIMES ARE IN
EASTERN**



ONLINE VIA ZOOM

Be Heard

**Join in the
conversation**

Special guest speaker

**John
McNamara**

CFPB- Director of
Consumer Lending,
Reporting &
Collection Markets

Special guest speaker

**Tom
Carter**

Federal Trade
Commission

AGENDA

DAY 1 OCTOBER 4, 2021 REGULATORS ONLY

1:00 – 1:15* WELCOME & OPENING REMARKS

Jedd Bellman – President of NACARA

1:15 - 2:15 Cybersecurity examination process

Chuck Cross and Mike Bray – CSBS
Holly Chase – MA

2:15 – 2:30 BREAK TIME!!!

2:30 – 3:30 Rise of the Guardians - Regulator Roundtable

Moderated by Jacqueline Olson (MN)

3:30 - 4:30 Meeting of the Minds: Business Meeting and NACARA elections

***ALL TIMES IN EASTERN**

www.narcaraweb.org
nacara@gmail.com

DAY 2 OCTOBER 5, 2021 REGULATORS AND INDUSTRY

12:30 – 1:30* A Tale of Two Styles: Debt Settlement and Credit Repair Agencies- Panel Discussion

Moderated by: Jaime Awoyinka (MN)
Courtney Reynard, Creditors Bureau USA, Fresno CA
Christian Lehr, Healthcare Collections, Phoenix AZ
Pete Klipa, National Foundation for Credit Counseling (NFCC)

1:30 – 2:30 COVID 19's Impact on the Collection Industry & the Consumer Experience

Moderated by: Jaime Awoyinka (MN)
Brian Watkins, Southern Oregon Credit Service, Inc.
Ryan Matrisch, ProCom Services of Illinois, Inc.
Jeff DiMatteo, American Profit Recovery

2:30 - 2:45 Break Time!!!

2:45 – 3:45 The New Debt Collection Rules – How's That Going?

John McNamara - CFPB

3:45 – 4:45 Under the Microscope: A Panel Discussion of examinations and enforcement

Moderated by: Jacqueline Olson - MN

Dana Allen - Enforcement Director - MD
Jillian Laine - Examiner - ID
Garrett Young - Field Manager - MA
Gustavo Cabarcas - Examiner - MA

AGENDA

DAY 3 OCTOBER 6, 2021 REGULATORS AND INDUSTRY

**12:30 - 1:30* A New World After All: New Foray into
Debt Collection Regulation**

Jedd Bellman (MD)

Sophie Kim - Senior Counsel - CA DFPI

1:30 - 2:30 The Happenings at the FTC

Tom Carter - Senior Attorney

2:30 - 2:45 Break Time!!!

2:45 - 3:45 Well, I do declare! Industry Updates!

Andy Madden - ACA International

David Reid - RMAI

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