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| **2018 NACARA ANNUAL CONFERENCE & TRAINING EVENT** **AGENDAOctober 15 - 17, 2018Holiday Inn – Downtown Charleston - Charleston, SC** |
| **Monday, October 15, 2018 – Regulators Only\*** |
| 7:00 – 8:00 | **Registration** |
| 8:00 – 8:30 | **Welcome & Opening Remarks**Elizabeth Benotti (President of NACARA) and Carrie Grube-Lybarker (South Carolina Dept. of Consumer Affairs Administrator)  |
| 8:30 – 10:30  | **Kinesic Interview and Interrogation – Part II** Christopher Holland (Holland & Associates) |
| 10:30 – 10:45 | **Break** |
| 10:45 – 12:00 | **General Session – Multi-State Examinations, Multi-State Debt Collection Committee, & State Examination System**Anthony Polodori (Idaho) and Tony Vasile (CSBS) |
| 12:00 – 1:00  | **Lunch** |
| 1:00 – 2:00 | **General Session – Eldercare & Debt Collection**Anthony Salazar (Maryland Commissioner of Financial Regulation) |
| 2:00-3:00 | **Federal Trade Commission Update**Tom Carter (FTC)  |
| 3:00 – 3:15 | **Break** |
| 3:15 – 4:00 | **Business Meeting & NACARA Elections**  |
| 4:00-5:00 | **Regulator Roundtable – Part I**Jedd Bellman (Vice-President of NACARA) - Moderator |
| 5:00-8:00 | **Regulator Dinner\*** |
| **Tuesday, October 16, 2018 - Regulators and Industry** |
| 8:00-9:00 | **Registration & Meet the Regulator Breakfast** |
| 9:00 – 9:45 | **General Session – Licensing Board Discussion:****Similarities/Differences/Authorities/Board Make-Up**Peggy Matson (AR), Bradley Chapman (WY), and Grace Hamilton (WA) |
| 9:45 – 10:45 | **debt collection industry update** |
| 10:45 – 11:00 | **Break** |
| 11:00– 12:00 | **“Understanding Alzheimer Disease and How It Relates to Debt”**Sam Wiley (VP of Programs, Alzheimer’s Association) |
| 12:00-1:00 | **Lunch** |
| 1:00-2:00 | **Unraveling Healthcare Compliance**Leslie Bender |
| 2:00-3:00 |  **General Session** How Technology Is Changing the Collections TerrainTim Lange and Kathryn L. Ryan, Buckley Sandler, LLP  |
| 3:00-3:15 | **Break** |
| 3:15-4:15 | **General Session – Student Loan Servicing & Debt Collection** Chuck Cross (CSBS) Stacey Serrano (CT) |
| 4:15-5:00 | **Nationwide Multistate Licensing System (NMLS)/Vision 2020**Tim Doyle (CSBS)  |
| 5:00-8:00 | **Networking Reception – Industry & Regulators** |
| Wednesday**, October 17, 2018 *–* Regulators Only and Industry\*** |
| 8:00 – 9:00AM |  **Legislative Update, etc. Title TBD**Manny Newberger  |
| 9:00 – 10:00 | **COMMERCIAL COLLECTION OF AMERICA - TBD**Manny Newberger and Annette Waggoner |
| 10:00 – 11:00 | **General Session –** **Bureau of Consumer Financial Protection (CFPB) Update tbd** |
| 11:00-12:00 | **Regulator Roundtable – Part II\***Jedd Bellman (Vice-President of NACARA) - Moderator |
| 12:00 PM | **Adjourn – Travel** |

\*Industry will not be included in this session