

National Association of Consumer Credit Administrators 2018 Examiners' and Consumer Services School

Embassy Suites Ft. Lauderdale
Ft. Lauderdale, FL

September 10 - 14, 2018

TENTATIVE AGENDA (As of 7-18-18 and subject to change)

MONDAY – September 10, 2018

2:00 – 5:00 pm Registration
Grand Salon F

7:00 – 8:30 pm **NACCA Continuing Education Committee Meeting**
Embassy Suite 721 (Members only)

TUESDAY – September 11, 2018

8:00 am – 4:30 pm Registration
Grand Salon F

8:30 – 9:00 am **Ft. Lauderdale Convention & Visitors Bureau Welcome**
Grand Salon B-E Speaker: Anna Levin, Strategic Client Services

9:00 – 9:15 am **Introductions and Opening Remarks**
Grand Salon B-E Mike Enzbrenner, Director of Examinations, Kansas Office of the State Bank Commissioner,
NACCA First VP and Continuing Education Chair

9:15 – 10:45 am **Bingo Mingo: A fun way to learn a little about your fellow schoolmates!**
Grand Salon B-E Facilitators: Anne E. Cappelli, Principal Financial Examiner, Connecticut Department of Banking
Rebecca C. Arthur, Non-Mortgage Examination Branch Manager,
Kentucky Department of Financial Institutions

10:45 – 11:00 am Refreshment Break

11:00 – 11:45 am **Opening General Session: The Mortgage Crisis and the Great Recession**
Grand Salon B-E Speaker: James R. Keiser, Chief, Compliance Office, Pennsylvania Department of Banking & Securities

12:00 – 1:00 pm **Group Buffet Lunch**
Causeway

Examination Track *Grand Salon B-E*

Consumer Services Track *Gulfstream*

1:10 – 1:15 pm **Welcome Remarks**
Mike Enzbrenner, Director of Examinations,
Kansas Office of the State Bank Commissioner,
NACCA First VP and Continuing Education
Chair

Welcome Remarks
Shelley I. Facos, Consumer Services Analyst,
Vermont Department of Banking

1:15 – 2:00 pm **Breakout 1: The History of Consumer Credit**
Speaker: James R. Keiser, Chief, Compliance
Office, Pennsylvania Department of
Banking & Securities

**Breakout 1: Preventing Elder Financial
Exploitation, The Senior Safe Way**
Speaker: Judith M. Shaw, Esq., Securities
Administrator, Maine Office of Securities

TUESDAY
September 11, 2018
(Continued)

2:05 - 3:00 pm

Breakout 2: Cybersecurity Examinations
Speaker: Anya Tabb, Financial Examiner
Supervisor, Washington Department
of Financial Institutions

**Breakout 2: Update on Credit Reporting &
the Credit Reporting Industry**
Speaker: Francis Creighton, President & CEO,
Consumer Data Industry Association

3:00 – 3:15 pm

Refreshment Break

3:15 – 4:00 pm

Breakout 3: Blockchain Technology
Speakers: Hugo Cuevas-Mohr, President & CEO,
Mohr World Consulting
Rick St. Onge, Examinations Chief,
Washington Department of
Financial Institutions

**Breakout 3: Digging for the Truth:
Perspectives from Different Parts of the
Investigative Process**
Panelists: Philip R. Miele, Division Staff
Counsel, Ohio Division of
Financial Institutions
Dana Branam, Director of Consumer
Affairs, Kansas Office of the
State Bank Commissioner
Neal C.G. Monaghan, Chief Financial
Examiner, Colorado Department
of Law
Moderator: Shelley I. Facos, Consumer Services
Analyst, Vermont Department of Banking

4:05 – 4:45 pm

Breakout 4: Q&A / Roundtable
Facilitators: Ken D. Middlebrooks,
Chief Investigator, South Carolina
Department of Consumer Affairs
Sarah Forcier, Field Examiner,
Minnesota Department of Commerce

Breakout 4: Q&A / Roundtable
Facilitator: Shelley I. Facos, Consumer Services
Analyst, Vermont Department of Banking

5:30 – 7:30 pm
Terra/Aqua

All Registrant Networking Opportunity Reception

WEDNESDAY – September 12, 2018

8:15 – 9:15 am
Grand Salon B-E

General Session: Spotlight on NACCA
Speakers: TBD

Examination Track
Grand Salon B-E

Consumer Services Track
Gulfstream

9:20-10:00 am

Breakout 5: CSBS State Examination System Update
Speakers: Kyle J. Thomas, VP,
Supervision & Accreditation,
Conference of State Bank Supervisors
Anthony M. Vasile, Senior Director,
Non-Depository Supervision,
Conference of State Bank Supervisors

Breakout 5: Telling Your Story Through Social Media
Speaker: Andrea Miller, Communications Director,
Michigan Department of Insurance & Financial Services

10:00 – 10:15 am

Refreshment Break

10:15 – 11:30 am

Breakout 6: CSBS State Examination System Update Part II
Speakers: Kyle J. Thomas, VP,
Supervision & Accreditation,
Conference of State Bank Supervisors
Anthony M. Vasile, Senior Director,
Non-Depository Supervision,
Conference of State Bank Supervisors

Breakout 6: Consumer Outreach & Social Media Roundtable
Facilitator: Shelley I. Facos, Consumer Services Analyst,
Vermont Department of Banking

11:45 – 1:00 pm

Lunch on Your Own

1:10 – 2:30 pm

Breakout 7: Multistate Examination Policies and Procedures
Speakers: Russell M. Spain III,
Manager of Examinations,
Virginia Bureau of Financial Institutions
Matt Seidl, Review Examiner,
Kansas Office of the State Bank Commissioner

Breakout 7: CSBS State Examination System Updates
Speakers: Kyle J. Thomas, VP,
Supervision & Accreditation,
Conference of State Bank Supervisors
Anthony M. Vasile, Senior Director,
Non-Depository Supervision,
Conference of State Bank Supervisors

2:30 – 2:45 pm

Refreshment Break

2:45 – 3:35 pm

Breakout 8: A Presentation from an Enforcement Attorney's Perspective on how to Conduct Exit Interviews
Speaker: Philip R. Miele, Division Staff Counsel,
Ohio Division of Financial Institutions

Breakout 8: Data Collection Roundtable – How and what do you collect?
Facilitator: Christine M. Hodge, Chief,
Consumer Services Office,
Pennsylvania Department of Banking & Securities

3:40 – 4:30 pm

Breakout 9: Q&A / Roundtable
Facilitators: Rachel Dennis, Financial Institutions Examiner,
Arizona Department of Financial Institutions
Tawnya Webel, Senior Financial Institutions Examiner,
Arizona Department of Financial Institutions

Breakout 9: Discussion on how the FTC uses the consumer sentential data using case studies
Speaker: Matt Wilshire, Federal Trade Commission,
BCP Financial Practices

6:15 – 8:45 pm

All Registrant Group Outing
(Attendance optional)

