

NACCA

National Association of Consumer Credit Administrators

PO Box 20871 · Columbus, Ohio · 43220-0871 · Phone (614) 326-1165 · Fax (614) 326-1162 · E-mail nacca2007@sbcglobal.net - www.naccaonline.org

Executive Committee

President

Michael Larsen
Idaho

First Vice President

Carri Grube Lybarker
South Carolina – DCA

Second Vice President

Carri Grube Lybarker
South Carolina – DCA

Secretary-Treasurer

Mike Enzbrenner
Kansas

Susan Hancock
Virginia

Joe Mulberry
Wyoming

Dennis L. Powell
Oregon

Executive Director

Raymond J. Sasala

May 19, 2017

TO: All NACCA Members

RE: 2017 NACCA Consumer Services/Examiners' School Registration Information

Please find attached information for the 2017 NACCA Consumer Services/ Examiners' School which will be held at the Embassy Suites Phoenix Biltmore, Phoenix, AZ. The combined school will begin on Tuesday, August 22, 2017 at 9:00 a.m. and will conclude at 10:00 a.m., on Friday, August 25, 2017.

The Consumer Services program is geared toward employees who handle or investigate consumer complaints and/or are involved in consumer outreach efforts in your agency. Our traditional NACCA Examiners' School program will also have a number of exceptional training sessions.

Again this year, we are offering an Early Bird registration fee. If your registration and fee are received before July 21, there will be considerable savings. Hotel reservations must be made directly through our link, as indicated on the registration form. The room rate is \$91 per night, single or double, plus all applicable taxes (state and local are currently 12.27%). Please make your hotel reservations ASAP to avoid being shut out.

Please see the attached tentative agenda for a description of all the sessions. Enclosed with this letter are the following materials:

- A Tentative agenda
- A Registration form
- A payment invoice

I hope to see you and your staff in Phoenix this August. If you have any questions, please call NACCA Executive Director, Ray Sasala at (614) 326-1165.

Sincerely,

Carri Grube Lybarker, Chair,
NACCA Continuing Education Committee