

# National Association of Consumer Credit Administrators 2018 Examiner and Consumer Services School

Embassy Suites Ft. Lauderdale  
Ft. Lauderdale, FL  
September 10 - 14, 2018

## TENTATIVE AGENDA (As of 5-4-18 and subject to change)

### MONDAY – September 10, 2018

2:00 – 5:00 pm Registration  
7:00 – 8:30 pm **NACCA Continuing Education Committee Meeting**  
(Members only)

### TUESDAY – September 11, 2018

8:00 am – 4:30 pm Registration  
8:30 – 9:00 am **Ft. Lauderdale Convention & Visitors Bureau Welcome**  
Speaker: Anna Levin, Strategic Client Services  
9:00 – 9:15 am **Introductions and Opening Remarks**  
NACCA President  
NACCA Continuing Ed Chair  
Florida Office of Financial Regulation  
9:15 – 10:45 am **HELLO, my name is.....**  
Facilitators: Anne Cappelli, CT Department of Banking  
Becky Arthur, 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**  
Speaker: Jim Keiser, PA Department of Banking & Securities (Invited)  
12:00 – 1:00 pm **Group Buffet Lunch**

#### Examination Track *Room D*

#### Consumer Services Track *Room A*

1:10 – 1:15 pm	<b>Welcome Remarks</b> Mike Enzbrenner, Kansas Office of the State Bank Commissioner	<b>Welcome Remarks:</b> Shelley Facos, Vermont Department of Banking
1:15 – 2:00 pm	<b>Breakout 1: The History of Consumer Credit</b> Speaker: Jim Keiser, PA Department of Banking & Securities (Invited)	<b>Breakout 1: Preventing Elder Financial Exploitation, The Senior Safe Way</b> Speaker: Judith M. Shaw, Esq., Securities Administrator, Maine Office of Securities
2:05 - 3:00 pm	<b>Breakout 2: Cybersecurity Examinations</b> Speaker: Anya Tabb, Supervisor, WA Department of Financial Institutions	<b>Breakout 2: Credit Bureau Presentation</b> Speaker: TBD

**TUESDAY**  
**September 11, 2018**  
**(Continued)**

- 3:00 – 3:15 pm Refreshment Break
- 3:15 – 4:00 pm **Breakout 3: Blockchain Technology**  
Speaker: Hugo Cuevas-Mohr,  
WA Department of Financial Institutions
- Breakout 3: Investigative Training**  
Speaker: TBD
- 4:05 – 4:45 pm **Breakout 4: Q&A / Roundtable**  
Facilitator: Ken Middlebrooks,  
SC Department of Consumer Affairs
- Breakout 4: Q&A / Roundtable**  
Facilitator: Shelley Facos, Vermont Department  
of Banking
- 5:30 – 7:30 pm **All Registrant Networking Opportunity Reception**  
*Terra/Aqua*

**WEDNESDAY – September 12, 2018**

- 8:15 – 9:15 am **General Session: Spotlight on NACCA**  
Speakers: TBD
- Examination Track**  
*Room D*
- Consumer Services Track**  
*Room A*
- 9:20-10:00 am **Breakout 5: CSBS State Examination System Update**  
Speakers: Kyle Thomas & Tony Vasile, CSBS
- 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 Thomas & Tony Vasile, CSBS
- Breakout 6: Consumer Outreach & Social Media Roundtable**  
Facilitator: Shelley Facos, 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**  
Speaker: TBD
- Breakout 7: CSBS State Examination System Updates**  
Speakers: Kyle Thomas & Tony Vasile, CSBS
- 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-how & what do you collect?**  
Speaker: TBD
- 3:40 – 4:30 pm **Breakout 9: Q&A / Roundtable**  
Facilitators: Rachel Dennis & Tawnya Webel,  
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

**WEDNESDAY**  
**September 12, 2018**  
**(Continued)**

6:15 – 8:30 pm            **All Registrant Group Outing**

**THURSDAY – September 13, 2018**

8:15 – 9:30 am            **Consumer Services Wrap Up and Roundtable Session**  
Facilitator: Christine Hodge, PA Department of Banking & Securities

8:15 – 9:30 am            **General Session: FBI Presentation on the Dark Web**  
Speaker: Alfredo Duran

9:35 – 10:45 am          **General Session: FBI Presentation Auto Finance, Payday Lending & Debt Collections**  
Speaker: Alfredo Duran

10:45 – 11:00 am          Refreshment Break

11:00-11:45 am          **General Session: Federal and State Law Updates**  
Speaker: John C. Redding, Partner, Buckley Sandler

Noon – 1:00 pm            **Grab and Go Box Lunch**

1:15 – 2:00 pm            **General Session: Homeland Security Presentation on White Collar Crime**  
Speaker: Tom Welsh

2:05 – 3:00 pm            **General Session: Homeland Security Presentation on Investigative Techniques**  
Speaker: Tom Welsh

3:00 – 3:15 pm            Refreshment Break

3:15 – 4:30 pm            **All Registrant Wrap-up and Roundtable Session**  
Facilitators: Rachel Dennis & Tawnya Webel,  
Arizona Department of Financial Institutions

**FRIDAY – September 14, 2018**

8:15 – 9:45 am            **Active Shooter Training; Run, Hide, Fight**  
Speaker: TBD

9:45 – 9:50 am            **Closing Remarks**  
NACCA 1<sup>st</sup> Vice President and Committee Chair

9:50 am                    **Distribution of School Completion Certificates/ School Adjournment**

10:00 am                   **2018 Consumer Services/ Examiners' School Adjourned**