

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

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May 8, 2018

TO: All NACCA Members

RE: 2018 NACCA Examiner/Consumer Services School Registration Information

Please find attached information for the 2018 NACCA Examiner/Consumer Services School which will be held at the Embassy Suites hotel, Ft. Lauderdale, FL. The combined school will begin on Tuesday, September 11, 2018 at 8:30 a.m. and will conclude at 10:00 a.m., on Friday, September 14, 2018.

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 August 9, there will be considerable savings. Hotel reservations must be made directly through our link, as indicated on the registration form. The room rate is \$121 per night, single or double, plus all applicable taxes (state and local are currently 11%). 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 Ft. Lauderdale this September. If you have any questions, please call NACCA Executive Director, Ray Sasala at (614) 326-1165.

Sincerely,



Mike Enzbrenner, Chair,
NACCA Continuing Education Committee