

2025 Examiners' & Consumer Services School Schedule at a Glance

Monday, September 29, 2025

4:00 pm – 6:00 pm	Registration
6:00 pm – 8:00 pm	NACCA Continuing Education & Consumer Services Committees Meeting (Committee Members Only)

Tuesday, September 30, 2025

8:00 am – 4:30 pm	Registration
8:30 am – 8:45 am	Opening Remarks Matt Nance
8:45 am – 9:15 am	Welcome to Milwaukee
9:15 am – 10:15 am	Breaking the Ice (Introductions)
10:45 am – 11:00 am	Break
11:00 am – 11:45 am	Opening General Session: Roundtable Discussion
12:00 pm – 1:00 pm	Lunch Buffet

Concurrent Sessions

1:10 pm – 1:15 pm	Welcome: Examination Track	Welcome: Consumer Services Track
1:15 pm – 2:05 pm	Session I - Examination Track: Exams 101	Session I - Consumer Services Track: Roundtable: Complaint Roundtable Part 1
2:05 pm – 2:55 pm	Session II - Examination Track: Multistate Exam Topics/Intro to EIC	Session II - Consumer Services Track: Complaint Roundtable Part 2
2:55 pm – 3:10 pm	Break	
3:10 pm – 4:05 pm	Session III - Examination Track: Exam Reports/Writing Skills	Session III - Consumer Services Track: Unique Outreach Initiatives
4:05 pm – 4:45 pm	Round Table Discussion	
5:30 pm – 6:30 pm	All Registrant Networking Opportunity Reception	

Wednesday, October 1, 2025

General Sessions

8:30 am – 9:45 am	General Session: Tips from the US Secret Service
9:45 am – 10:45 am	General Session: Shared Appreciation Mortgage
10:45 am – 10:55 am	Break
10:55 am – 12:00 pm	General Session: Artificial Intelligence in Regulation
12:00 pm – 1:15 pm	Lunch Buffet - Local Entertainment: Caricature & Comedy Show
1:20 pm – 2:10 pm	General Session: Debt Settlement

Concurrent Sessions

2:10 pm – 3:10 pm	Session I - Examination Track: Consent Orders & Enforcement Action Basics	Session I - Consumer Services Track: Roundtable - Scam Detection & Tactics Part 1
3:10 pm – 3:25 pm	Break	
3:25 pm – 4:15 pm	Session II - Examination Track: Difficult Exams & Lessons Learned	Session II - Consumer Services Track: Roundtable - Scam Detection & Tactics Part 2
4:15 pm – 4:45 pm	Round Table Discussion	

Thursday, October 2, 2025

General Sessions

8:30 am – 9:45 am	General Session: Emerging Issues/Exams/Etc.
9:45 am – 10:40 am	General Session: Crypto Lending & Complaints
10:40 am – 10:55 am	Break
10:55 am – 11:45 am	General Session: Federal Rule Making Litigation Update
12:00 pm – 1:15 pm	Lunch - On Own

Concurrent Sessions

1:20 pm – 2:10 pm	Session I - Examination Track: Contracts/Financial Statement Review	Session I - Consumer Services Track: Emerging Issues for Consumer Services/Hot Topics
2:10 pm – 3:10 pm	Session II - Examination Track: IT Exams	Session II - Consumer Services Track: Complaint Writing Skills
3:10 pm – 3:25 pm	Break	
3:25 pm – 4:15 pm	Session III - Examination Track: APR Tool/APR Calculation Basics	Session III - Consumer Services Track: Exams & Complaints - How They Mix
4:15 pm – 4:45 pm	Round Table Discussion	

Friday, October 3, 2025

8:30 am – 9:45 am	Roundtable
9:45 am – 9:50 am	Closing Remarks
9:45 am – 10:00 am	School Adjournment