



SUNDAY SEPTEMBER 16, 2018

1:00-5:00	NYSCA Board Meeting	MARS ROOM
1:00-5:00	MACA Board Meeting	NEPTUNE ROOM
1:00-5:00	NJACA Board Meeting	VENUS ROOM
4:00-5:00	NECA Board Meeting	JUPITER ROOM
1:00-6:00	Vendor Set-Up	PALLADIUM B
5:00-5:45	Expo Registration	PALLADIUM B
6:00-8:00	<u>Northeast Debt Collection Expo GRAND OPENING & COCKTAIL RECEPTION!!!</u> <u>Welcome and Introductions – Harry Strausser III, MACA President</u>	PALLADIUM B

MONDAY SEPTEMBER 17, 2018

All Speaker Sessions will be held in PALLADIUM A

7:30-8:15	<u>Expo registration</u> (con't), Continental Breakfast, Vendor & Attendee Networking	PALLADIUM B
8:15-8:25	<u>Welcome and Opening remarks</u>	Harry Strausser III, MACA President
8:25-9:00	<u>ACA Membership Update & Political Climate</u>	Mark Neeb, CEO, ACA International Rick Perr, Fineman Krekstein & Harris, P.C., Esquire
9:00-10:45	<u>KEYNOTE - A Mind-Hacker's Guide to Mindfulness, Self-Mastery, and Being an Inspiring Leader</u> Mindfulness has become a big buzzword as a growing number of executives from leading companies, such as Apple, Google, Salesforce, and Aetna, extol the benefits of mindfulness for reducing stress, sharpening focus and clarity, improving emotional intelligence, and enhancing innovation. But what exactly is mindfulness and can it really make a difference in your life? During this session, Due Quach, author of <i>Calm Clarity: How to Use Science to Rewire Your Brain for Greater Wisdom, Fulfillment and Joy</i> , will demystify mindfulness through a series of fun and easy exercises and use insights from neuroscience to shed light on the experience of mindfulness. She will show you a practical approach to examine how your mind works, direct your own brain development, and break free of mindless patterns that keep you from realizing your full potential. Keynote Speaker Due Quach, CEO & Founder, Calm Clarity Inc.	
10:45-11:15	<u>Break</u>	PALLADIUM B
11:15-12:30	<u>Strategic Planning – a Primer to Assure Success-</u> To coin the phrase, 'Hope is not a Strategy', learn how to leverage your experience and knowledge, and that of your key staff, to create and execute on a strategic plan that will assure your success. Mark Neeb, CEO ACA International, NeebEDU	
12:30-1:45	<u>Lunch</u>	PALLADIUM B
1:45-2:45	<u>Give Me Clarity or Give Me Death!</u> It's no secret that the collections industry is constantly changing. Either learn to thrive in it or.... forever live a life of struggle as a leader. In this fun, fast-paced seminar, discover how to identify your next step and blueprint an actionable plan forward. Jon will be rolling out the results of the	

pre-conference assessment and sharing best practices specific to collection owners. You'll learn how to identify your HABUT (Highest And Best Use of Time), increase employee accountability, and more.

Jon Goldman- Brand Launcher

PALLADIUM B

2:45-3:00 Break

3:00-4:00

Show me the Money! – How to Create and Maintain Profitable Legal Collections

This session will explain how creditors and collection agencies best use third-party collection attorneys to generate substantial profit. Specifically, we will discuss how to select quality law firms, communicate expectations, monitor performance, maximize compliance, reduce costs, and modify infrastructure to best accommodate the information flow to and from law firms.

Dennis Barton III, Barton Law Group

4:15-5:15

Growing Your Agency's/Industry's Reputation

In this session, Kim Coghill, ACA International's Vice President of Communications, will discuss strategies and tactics for growing and improving your organization's reputation using social media, traditional media and word-of-mouth. This presentation will include tactics and tips for dealing with reporters and editors based on Ms. Coghill's previous experience in the mainstream media coupled with her public relations experience. She will also discuss lessons learned the hard way and pitfalls to avoid when engaging in social media.

Kim Coghill, VP Communications ACA

MACA MEETING OF THE MEMBERSHIP: Immediately after last Speaker 5:15-5:30

NYS CA ANNUAL MEETING: Immediately after last Speaker 5:15-5:45

6:30-8:00



Cocktails & ACPAC BOTTLE AUCTION! (dress up if you want! Some do, some don't- no expectations, just have fun!) Remember to bring your decorated bottle. Winner gets a prize!

PALLADIUM B

TUESDAY SEPTEMBER 19, 2017

8:00-9:00am

Continental breakfast

PALLADIUM B

9:00-10:15

TCPA & FCC ruling- What now? -

The over-reaching wings of the *former* FCC have been rightfully clipped, but the interpretation of the TCPA is still a dragon that needs slayed. Join us for a raw look at what we're left with and how you can take measures to protect your agency!

Dennis Barton III, Barton Law Group & John Bedard, BLG

10:15-10:45

Break

PALLADIUM B

10:45-12:00

Lessons Learned in the Trenches-How to Avoid Risks & Win Battles-

Dealing with claims under the FD CPA, FCRA, & TCPA have unfortunately become a way of life for credit and collection professionals. Avoiding the risks that lead to those claims as well as winning the battles that follow are the focus of this session. Join experienced defense attorneys Michael Klutho and Jeffrey Turner who will offer real life stories from the litigation trenches. Not only will tactics to deal with lawsuits and threatened lawsuits be discussed, ways to avoid the risks that lead to costly litigation will be addressed. Best practices lead to better results. Learn what those practices are and how to implement them by hearing what others have experienced. Get a jump start before your next account turns into your next lawsuit.

Jeffrey Turner, Surdyk, Dowd & Turner & Michael Klutho, Bassford Remele

12:00-12:15

The BEST Prizes & Giveaways in the NEDCC history! Prizes from the NEDCC and Vendor gifts are top notch. *Vendor Gifts, *NEDCE Conference Gifts & *2-FREE Registrations for 2019!