

Northeast Debt Collection Expo

SEPTEMBER 17-19, 2017

CAESARS - ATLANTIC CITY - 2017

CONNECTICUT DELAWARE DISTRICT OF COLUMBIA MAINE MASSACHUSETTS MARYLAND NEW HAMPSHIRE NEW JERSEY NEW YORK PENNSYLVANIA RHODE ISLAND VERMONT

SUNDAY SEPTEMBER 17th

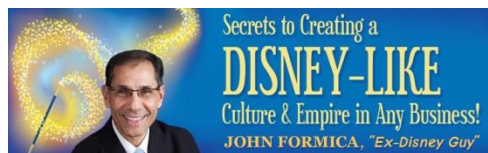
1:00-5:00	NYSBA Board Meeting	
1:00-5:00	MACA Board Meeting	
1:00-5:00	NJACA Board Meeting	
3:00-5:00	NEAC Board Meeting	
1:00-6:00	Vendor Set-Up	EXPO HALL
5:00-5:45	Expo Registration	EXPO HALL
6:00-8:00	<u>Northeast Debt Collection Expo GRAND OPENING & COCKTAIL RECEPTION!!!</u>	
	<u>Welcome and Introductions</u> – Harry Strausser III, MACA President	EXPO HALL

MONDAY SEPT 18, 2017

7:15-8:30	<u>Expo registration</u> (con't), Continental Breakfast, Vendor & Attendee Networking	EXPO HALL
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8:30-8:40 **Welcome and Opening remarks-** Harry Strausser III, MACA President

8:40-9:15 **ACA & CFPB Update-** Pat Morris, CEO, ACAI



9:15-11:15 **Keynote Speaker- John Formica! Business & Team Training Coach, Top Selling Author& Motivational Speaker.** You will want a front row seat! John, an “Ex-Disney Guy” and leading authority in the service industry and organizational culture growth is “America’s Best Customer Experience Coach”. As a former successful Disney Executive, John will share his incredible experiences, real best practices and proven Disney success strategies, all in an inspiring and entertaining way, to help you create the Disney-like Experience and Culture. You will be engaged and empowered to achieve extraordinary results right away!

11:15-11:30	<u>Break</u>	EXPO HALL
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- 11:30-12:30 **Compliance vs Cash! Making Money in a Compliant Environment-** In this unique session, participants will consider up-to-the-minute compliance issues with discussion related to creating a successful and compliant collection team, without the the Collections vs Compliance struggle- ***Debra Ciskey- Compliance Officer for Wakefield & Associates, ACA BOD. & Debbie DiRubbio, Collection Manager, CBHV Collection Bureau of the Hudson Valley, Inc.***
- 12:30-1:45 **Lunch** EXPO HALL
- 1:45-3:00 **FCRA & CFPB New Regulations-**
This session will address the recent and ongoing rule changes for credit reporting data furnishers, use of E-Oscar, and the impact of regulations by the Fair Credit Reporting Act, the Consumer Finance Protection Bureau, and state authorities.
John Bedard, Bedard Law Group & Dennis Barton III, The Barton Law Group, LLC
- 3:00-3:15 **Break** EXPO HALL
- 3:15-4:15 **Best Ideas- Back by popular demand!** – In this open forum discussion, you will be engage in the best problem solving ideas from your well respected peers. A broad scope of topics are covered in this session, such as: Human Resources (Mistakes to avoid, disciplinary write ups, helping Managers to lead, motivating collectors) , Collector Stats- how to get the most from your Collectors, Training new collectors- best way to collect a debt without over-shadowing or violating possible disputes. The members lead the topic matter important to you!-
Harry Strausser III, MACA President
- 4:15-5:15 **Email, Text, IVR & Web:** Everything you need to know with regard to using technology to Improve consumer communications and improve your ROI!-
Rozanne Andersen, Ontario Systems.
- 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!
EXPO HALL

TUESDAY SEPTEMBER 19, 2017



- 8:00-9:15 **Continental breakfast** EXPO HALL
- 9:15-10:45 **Hire The Right People, Build Stronger Teams, Increase Morale!**
Keynote Speaker, John Formica
- 10:45-11:00 **Break** EXPO HALL
- 11:00-11:45 **(continued) Hire The Right People, Build Stronger Teams, Increase Morale!**
- 11:45-Noon **The BEST Prizes & Giveaways in the NEDCC history!**
- **1 Two Night Stay at a Disney Resort Hotel** at Walt Disney World Resort, Orlando Florida!!!
 - **Vendor Gifts**
 - **Conference Prizes** Including 2 FREE Registrations for next year's conference!