



SUNDAY SEPTEMBER 16, 2018

1:00-5:00	NYSBA 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
5:00-5:30	Expo Registration	PALLADIUM B
5:30-6:00	<u>Meet & Greet... With a Twist!</u> Participate in this exciting new event by bringing 16 business cards to meet 15 people in 15 minutes! The extra business card enters you in a drawing for \$200 in Caesars gaming chips thanks to VoApps DirectDrop Voicemail!	PALLADIUM B
6:00-8:00	<u>Northeast Debt Collection Expo GRAND OPENING & COCKTAIL RECEPTION!</u> <u>Welcome and Introductions</u>	PALLADIUM B <i>Harry Strausser III, ACA Education Director</i>

MONDAY SEPTEMBER 17, 2018

All Speaker Sessions will be held in PALLADIUM A

7:30-8:15	<u>Expo registration & Continental Breakfast</u>	PALLADIUM B
8:15-8:25	<u>Welcome and Opening remarks</u>	<i>Harry Strausser III, ACA Education Director</i>
8:25-9:00	<u>ACA Membership Update & Political Climate</u>	<i>Mark Neeb, CEO, ACA International</i> <i>Rick Perr, Fineman Krekstein & Harris, P.C., Esquire</i>
9:00-10:45	<u>Keynote Speaker</u> <u>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.	<i>Due Quach, CEO & Founder, Calm Clarity Inc.</i>
10:45-11:15	<u>Break</u>	PALLADIUM B
11:15-12:30	<u>Strategic Planning – a Primer to Assure Success</u>	<i>Mark Neeb, CEO ACA International</i> 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.
12:30-1:45	<u>Lunch</u>	PALLADIUM B
1:45-2:45	<u>Give Me Clarity or Give Me Death!</u>	<i>Jon Goldman, Brand Launcher</i> 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.
2:45-3:00	<u>Break</u>	PALLADIUM B



3:00-4:00

Show me the Money!

Dennis Barton III, Barton Law Group

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.

4:15-5:15

Growing Your Agency's/Industry's Reputation

Kim Coghil, VP Communications ACA

In this session, Kim Coghil, 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. Coghil'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.

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

NYSCA ANNUAL MEETING: Immediately after last Speaker 5:15-5:45

6:30-8:00



Cocktails & ACPAC BOTTLE AUCTION & Charity Auction!

PALLADIUM B

(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!

TUESDAY SEPTEMBER 18, 2017

7:45-8:30

Continental breakfast

PALLADIUM B

8:30-9:15

Q & A With John McNamara

John McNamara, BCFP

Mr. McNamara is the Assistant Director of Consumer Lending, Reporting, and Collections Markets, BCFP. Mr. McNamara previously served in the same capacity in an acting role, and before that was the debt collection program manager at the Bureau. Prior to joining the Bureau, Mr. McNamara was the chief marketing officer for LiveVox, a provider of cloud contact center solutions, and was the president, chief executive officer, and co-founder of Fidelis Recovery Solutions, Inc. Mr. McNamara has over 30 years of experience working in the debt collection market. Mr. McNamara received his B.A. and M.B.A. from Kennesaw State University.

9:15-10:15

TCPA & FCC ruling- What now?

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

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!

10:15-10:45

Break

PALLADIUM B

10:45-12:00

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

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

Dealing with claims under the FDCPA, 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.

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!