

2010 Spring Collection Conference

NARCA



May 13-15, 2010

Grand Hyatt
Washington, DC

Conference Agenda

This information has been updated and is current as of March 12, 2010.

Wednesday | May 12

Registration Desk Open

2:00 pm - 6:00 pm

Welcome Reception

9:00 pm - 11:00 pm

When planning your conference schedule,
be sure to check out the
Friday and Saturday Social Events.

And don't miss the
Moonlight tour of Washington, DC!

Thursday | May 13

Registration Desk Open

8:30 am - 8:00 pm

Credit Grantor Meetings

8:00 am - 5:30 pm

Please see the Credit Grantor Schedule at right for times.
To schedule a Credit Grantor meeting, contact the
NARCA Conference Office at narca@gomeeting.com.

Defense Bar Panel 1 - AM Session 01

10:30 am - 11:30 am

Safely Communicating by Electronic Means: Can You Contact Consumers by Voicemail, Email, Text Messaging and Cell Phones without violating FDCPA?

Panelists: **Manny Newburger**, Barron, Newburger &
Sinsley
David Schultz, Hinshaw & Culbertson
Frank Springfield, Burr Forman

Just filing lawsuits is no longer enough. All NARCA members need to make contact with consumers through available technological means in order to collect, but the regulations and court rulings governing permissible ways to communicate with debtors have made the collection attorney's task a challenging one. Please join this session to hear from some of the leading FDCPA defense attorneys in the country who will share important tips about how to navigate this thorny thicket.

Credit Grantor Meetings

Client-Attorney (Credit Grantor) meetings are a wonderful opportunity for clients to share recent updates with their firms while also leading group discussions regarding their legal collection community.

Attendance at the one-hour client-attorney meetings is by invitation only, unless the meeting is specified as OPEN. User meetings are open to any firm that uses the specified software. Times are subject to change and participating companies may cancel or may be added.

To schedule a Credit Grantor meeting, contact the NARCA Conference Office at narca@gomeeting.com.

Thursday, May 13

| | |
|----------|--|
| 8:00 am | Discover Card |
| 8:00 am | Harvest Strategy |
| 9:30 am | Citi |
| 9:30 am | NCO Financial Systems |
| 11:00 am | Asset Acceptance |
| 11:00 am | Capital One |
| 2:00 pm | Atlantic Credit & Finance |
| 2:00 pm | Chase Card Service |
| 2:00 pm | Midland Credit Management |
| 3:30 pm | Automated Collection Control |
| 3:30 pm | First Marblehead |
| 3:30 pm | Resurgent Capital |
| 5:00 pm | American Alliance of Creditor Attorney |

Thursday | May 13

Lunch on Own

Defense Bar Panel 2 - PM Session 02

2:00 pm - 3:00 pm

**Safely Communicating by Electronic Means:
Can You Contact Consumers by Voicemail,
Email, Text Messaging and Cell Phones Without
Violating FDCPA?**

Panelists: **June Coleman**, Ellis, Coleman
John Bedard, Bedard Law Group
Keith Weir, Bush & Ramirez

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New Members/First Time Attendees Meeting

6:30 pm - 7:00 pm

Opening Reception in Exhibit Hall

7:00 pm - 8:30 pm

NARCA would like to thank the
DEFENSE BAR SPONSORS

for their support of the Thursday
morning and afternoon
Defense Bar Panel Sessions.

Friday | May 14

MORNING PROGRAM · 8:30 am - 12:15 pm

Registration Desk Open

7:30 am - 6:00 pm

Breakfast with the Exhibitors

7:30 am - 8:30 am · Exhibit Hall

Exhibits Open

7:30 am - 8:30 am

10:00 am - 3:00 pm

4:00 pm - 6:00 pm

General Session

Opening Remarks and Welcome

8:30 am

Speaker: **Fred Blitt**, Blitt & Gaines P.C.

General Session - 101

Debt Negotiators - Friend or Foe?

Moderator: **Harvey Moore**, The Moore Law Group

Speakers: **Alice Saker Hardy**, Federal Trade Commission

Robert Linderman, Freedom Financial
Network, LLC

Eric Berman, Eric M. Berman, P.C.

Credit Grantor, TBD

Debt Negotiators are becoming increasingly active players in the debt collection process. Consumers are inundated daily with radio and television advertisements advising them that they can obtain relief from their credit card debts. How do you distinguish the legitimate debt negotiators from those who place their interests above those of the consumer? How can collection attorneys work with the debt negotiators? What is the role of the Federal Trade Commission in regulating this industry?

General Session - 102

Washington, D. C. Legislative and Regulatory Update

Moderator: **Joann Needleman**, Maurice & Needleman,
P.C.

Speaker: **Mike Buckles**, Buckles & Buckles, P.L.C.

Lou Freedman, Freedman, Anselmo,
Lindberg and Rappe, LLC

Things are moving so fast in Washington D.C. it will make your head spin. NARCA leaders have been actively representing the interests of the legal collection business with their participation in three FTC Roundtables around the country and relationship building in Washington. This session will provide you with up-to-the-minute legislative activities and status - and will provide you with the tools you need to be sure your elected officials are representing YOU!

General Session - 103

The Impact of the Current Economy on Collections - Will Credit Continue to be Available?

Speaker: **Robert M. Hunt**, Federal Reserve Bank of Philadelphia

The third party consumer collections industry has been largely ignored in formal economic research and much policy analysis. It is a large industry, employing more than 150,000 workers and generating more than \$11 billion in receipts. Over the last four decades, the industry has grown twice as rapidly as the market for unsecured consumer credit. As with many other sectors, this is an industry being transformed by technological advances and by changes in the industrial organization of its customers. Given the significant changes in consumer credit, information technology, and the market structure of the collections industry, the time seems right for a re-examination of the collections process for consumer loans and, possibly, for a modernization of FDCPA.

General Session - 104

Congress and the Credit and Collection Business

Speaker: **Member of Congress Invited**

The Fair Debt Collection Practices Act (FDCPA) is scheduled for a complete overhaul and update by the US Congress in the Spring of 2010. When FDCPA was enacted Congress decided to retail regulatory authority (an unusual move) so change in the act will take - an Act of Congress. This session will provide you with timely details on changes to this law.

Lunch with the Exhibitors

12:15 pm - 1:30 pm • Exhibit Hall

AFTERNOON PROGRAM • 1:30 pm - 4:45 pm

General Session - 200

Where the Action is: State Creditors Rights Issues

Moderator: **Adam Olshan**, Law Offices of Howard Lee Schiff, P.C.

Speakers: **Eric Berman**, Eric M. Berman, P.C.

Mike Buckles, Buckles & Buckles, P.L.C.

Robert Markoff, Markoff & Krasny

Michelle Gagnon, Peroutka & Peroutka, P.A.

Ken Wilson, Lustig, Glaser & Wilson, P.C.

What do you need to know today? Attendees will learn best strategies with respect to hot issues such as UCC statutes of limitations, exempt fund defenses to garnishment and burdens of proof for debt buyers. Attendees will also learn how to best develop genuine relationships with local AGs, key judiciary staff and legislators.

Breakout Session - 201

Bankruptcy "Jeopardy"

Speakers: **Tom Canary**, Mapother & Mapother P.S.C.

Alane Becket, Becket & Lee LLP

Craig S. Schoenherr, Sr., O'Reilly Rancilio, P.C.

Bradley Halberstadt, Stewart, Zlimen & Jungers, Ltd.

Hillary Veldhuis, Lyons Doughty & Veldhuis, P.C.

Back by "clamorous" demand, this is a fun game show format to test the audience's knowledge of bankruptcy. By attending this session you will learn, from the Bankruptcy Jeopardy Game Hosts and other members of the audience, information you need in your day-to-day practice of legal collections. Game Show hosts include Hillary Veldhuis, Alane Becket, Brad Halberstadt, Tom Canary and Craig S. Schoenherr, Sr.

Breakout Session - 202

Managing Your File Inventory - Why You Need It and How to Do It

Speakers: **Jacques Machol, III**, Machol & Johannes, LLC

Christopher J. Couch, Couch, Stillman, Blitt & Conville, LLC

Placements have been increasing and new business opportunities are abundant; however, the economy, low rates, and increasing soft costs, such as compliance, are negatively affecting all of our bottom lines. While there are various ways to address these issues, the development and implementation of an inventory management system is one that you should consider. Join these professionals for a session on how they developed their proprietary inventory management systems"

Breakout Session - 203

Collecting Health Care Debt

Speaker: **Darin Portnoy**, Schachter Portnoy, LLC

Hot topics in the healthcare industry regarding the collection of accounts receivables and bad debts. This session will provide important information for overcoming insurance denials and underpayments, obtaining proper reimbursement from carriers, patients, and other third-party payers, and protecting the interests of medical providers. Discussion of methods and techniques for increasing a medical provider's cash flow!

Breakout Session - 204

Scorecards: Driving Performance at All Levels

Speakers: **Brad McCurnin**, Harvest Strategy Group, Inc.
Eric Weber, SquareTwo Financial

Using the NFL as a theme, two leading networks present performance metrics and scorecards from the collector (player) level to the client (franchise) level. Whether you are a collection manager, attorney or client, you are assured to find fresh ideas for measure the success of your team. Be prepared to share your thoughts on the performance metrics you find most helpful.

Friday Night HAPPY HOUR WITH EXHIBITORS

5 pm - 6 pm

MOONLIGHT TOUR of Washington DC

9:30 pm - 11:00 pm



Saturday | May 15

Registration Desk Open

8:00 am - 1:00 pm

Breakfast with the Exhibitors

8:00 am - 9:00 am • Exhibit Hall

Exhibits Open

8:00 am - 10:30 am

General Session - 300

Ethics Rock Extreme

9:00 am - 11:30 am

Speaker/Musician: **Jack Marshall**, ProEthics, Ltd.

A Musical CLE Ethics Program featuring Classic Rock parodies from the Seventies and Eighties, Developed by Jack Marshall and ProEthics, Ltd. With performances and stellar evaluations from ten state bars and numerous specialty bars and law firms, Ethics Rock!, the musical ethics CLE seminar, is the all-time most popular program in ProEthics' fifteen years of bringing interactive, challenging and entertaining ethics training to the legal profession. Now the much-requested Ethics Rock! sequel is ready to hit the stage, as the classic rock'n'roll parodies move forward a decade, and the ethics conundrums are matched to rock'n'roll tunes from the 70s and 80s in the entirely new Ethics Rock Extreme. From the opening strains of the Queen medley, to an audience sing-along to the ethical dilemma-filled version of Billy Joel's "Piano Man," Ethics Rock Extreme explores the latest developments in the always-dynamic field of professional ethics with parodies of a wide-ranging selection of hits from diverse artists such as Paul Simon, The Police, Linda Ronstadt, Gerry Rafferty, Elton John, Bob Dylan and more. Among the current issues raised in the altered lyrics:

- Ethical perils of the new technology
- Using a clients' confidences
- Settlement dilemmas
- Handling the dubious deception
- New fee issues
- Client and witness fraud
- The limits of bullying, threats and hardball
- Unwaivable conflicts that lawyers think are waived
- The moral obligations of advocacy
- Hidden perils of the exceptions to confidentiality
- ...and more.

Ethics Rock Extreme is the fifth installment in a series of innovative ProEthics CLE ethics seminars - set to music - and collectively called the "Ethics in Tune" project. The Sound of Ethics has been performed in various forms for law firms, corporate legal departments, bar associations, and legal associations. The Ethics Man, a parody of Meredith Willson's "The Music Man," joined the group in 2003 and was recognized for innovation by the Association for Continuing Legal Education. The original Ethics Rock! made its debut in 2004, and Ethics Blues, the cabaret legal ethics seminar, was launched in 2007. The facilitator, originator and lyricist for Ethics Rock Extreme is Jack Marshall, president of ProEthics, and a member of the D.C. and Massachusetts Bar Associations.

Conference Concludes

12:30 pm

Thank you for attending NARCA's 2010 Spring Collection Conference.

Mark your Calendar now for

NARCA's Fall Collection Conference
October 21-23, 2010
Caesar's Palace, Las Vegas