



NCBA 2021 Spring Conference

May 19-21 | Orlando

AGENDA

Tuesday, May 18

8:00 a.m.-2:00 p.m. — Golf Tournament & Lunch

Golf Tournament will be at the Waldorf Astoria Golf Club and includes lunch. Rental Clubs will be available onsite for \$55 plus tax and Rental Shoes for \$15 plus tax, additional balls are 3 for \$10.

Proper golf attire is required when playing the golf course:

- MEN – Collared Shirt, Long Pants or Bermuda Length Shorts.
 - WOMEN – Sleeveless Shirts, Shorts or Skirts with 4” max above the knee or slacks.
 - SHOES – Golf shoes with non-metal spikes and forms of tennis, running or fitness shoes are acceptable.
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12:00 p.m.- 6:00 p.m. — Registration Desk Open - Sponsored by [InvestiNet](#)

12:00 p.m.- 6:00 p.m. — Exhibitor Set-up

3:00 p.m.-5:00 p.m. — NCBA Board Meeting



Wednesday, May 19

8:30 a.m.-4:30 p.m. — Registration Desk Open - Sponsored by InvestiNet

9:00 a.m. - 11:30 a.m. — Espresso Bar - Sponsored by [Barron & Newburger, P.C.](#)

9:30 a.m.-4:30 p.m. — [Individual Client Meetings by invitation only](#)

9:30 a.m.-4:30 p.m. — [Exhibit Hall Open](#)

9:30 a.m. - 11:30 a.m. — Refreshments in the Exhibit Hall - Sponsored by [Convergence Acquisitions](#) and [NCLS](#)

10:00 a.m.-11:00 a.m. — Defense Bar Current Case Law Roundup

From Standing to UDAAP and everything in between, Courts have been called on to interpret the FDCPA and how Creditors Rights Firms apply these concepts. Hear from the attorneys that defend attorneys, collection agencies and creditors discuss the details of current case law and how these cases guide our member law firm practices.

Speakers: **Wes Boyd**, Resurgent Capital Services; **Peter Siachos**, Gordon Rees Scully Mansukhani, LLP; **Mitch Williamson**, Barron & Newburger, P.C.

11:15 a.m.-11:45 a.m. — Open Client Group Meeting with [AACANet](#)

AACANet is looking for consumer collections firms in most states. They prefer small to mid-sized firms. States of particular interest are: AL, AZ, CA, CT, DE, GA, KY, MD, MS, NC, NM, NV, SC & TX. They are also looking for firms with experience in Auto Deficiency in those same states. Nationally, they are looking for firms with medical experience, asset recovery (replevin) and bankruptcy experience.

11:45 a.m.-12:45 p.m. — Lunch in Exhibit Hall - Sponsored by [Convergence Acquisitions](#) and [NCLS](#)

12:45 p.m.-1:45 p.m. — Creditors Rights Law Firm Websites

Most law firms have consumer-facing websites. Learn how your website can be a revenue generator and compliant at the same time. Topics we will be covering in this session include: payments, required notices, ADA and Reg E compliance.

Speakers: **Scott Morris**, Tromberg, Morris & Poulin; **Dara Tarkowski**, Actuate La

1:55 p.m.-2:55 p.m. — Electronic Communication with the Consumer-Texting and E-mail - Sponsored by [Provana](#)

Most consumers prefer electronic communications and Reg. F laid down the framework for doing so, but will/can creditors rights law firms start using this technology? This session will explore how e-mail and texting are treated in the CFPB's Final Debt Collection Rule, how to remain compliant, and avoid related pitfalls.

Speakers: **Leslie Bender**, Clark Hill PLC; **Stefanie Jackman**, Ballard Spahr LLP; **Brit Suttell**, Barron & Newburger, P.C.



2:55 p.m.-3:15 p.m. — Break in the Exhibit Hall - Sponsored by [Convergence Aquisitions](#) and [NCLS](#)

3:15 p.m.-4:30 p.m. — General Session - Sponsored by [Verifacts](#)

Join us for a virtual keynote with **Dan Sokolov**, CFPB's Deputy Associate Director of Research, Markets, & Regulation. **Mark Groves** of Glasser and Glasser, P.L.C. and **Chip Stacy** of Hood & Stacy, P.A. will kick-off our General Session focused on CFPB regulations and potential future impacts on creditors rights industry. During the keynote, Dan Sokolov will share updates and insights while engaging in a Q&A with NCBA Executive Director, **Liz Terry**.

Following the discussion with Deputy Associate Director Sokolov, a panel of industry experts will explore what we heard, what may have been omitted, and what to expect from the CFPB for the rest of 2021 and beyond. The panel will include **Leslie Bender** of Clark Hill; **Manny Newburger** of Barron & Newburger; and **Dave Schultz** of Hinshaw & Culbertson LLP; and the panel will be moderated by NCBA Government Affairs Officer, **Nathan Willner**.

Also, during the General Session, one lucky NCBA member will win a \$500 Amazon gift card generously sponsored by [Stratus Payment Solutions](#). All member attendees will automatically be entered into the drawing for the gift card. You just have to be present to win.

Please note, this session is not eligible for CLE.

5:00 p.m.-6:00 p.m. — Outdoor Defense Bar Reception on Signature Island

Sponsored by:

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LLC**



Thursday, May 20

8:00 a.m.-4:30 p.m. — Registration Desk Open - Sponsored by [InvestiNet](#)

8:00 a.m.-4:30 p.m. — [Individual Client Meetings - by invitation only](#)

8:15 a.m. - 11:30 a.m. — Espresso Bar - Sponsored by [Barron & Newburger, P.C.](#)

8:15 a.m. - 9:00 a.m. — Breakfast in Exhibit Hall -Sponsored by [KnovaOne](#)

8:15 a.m. - 4:30 p.m. — [Exhibit Hall Open](#)

9:00 a.m.-10:00 a.m. — **Oops! Here We Are Again: Bona Fide Error Defense Cases**

The bona fide error defense requires a showing that the debt collector: (1) violated the FDCPA unintentionally; (2) the violation resulted from a bona fide error; and (3) the debt collector maintained procedures reasonably adapted to avoid the violation. Over the past year there have been Court decisions that address this important issue. Learn how these cases provide insight on how our member firms can and cannot use this concept to insulate themselves from liability.

Speakers: **June Coleman**, Messer Strickler, Ltd.; **Andrew Parker**, Parker Daniels Kibort LLC; **Dave Schultz**, Hinshaw & Culbertson, LLP



10:00 a.m.-10:15 a.m. — Break in Exhibit Hall - Sponsored by [KnovaOne](#)

10:15 a.m.-10:45 a.m. — Client Group Meeting with [TRAKAmerica](#)

By Invitation Only

11:00 a.m.-12:00 p.m. — Consumer Complaints

While it is difficult to please everyone all the time, how you handle consumer complaints can affect the way your practice is perceived by regulators, clients, and the general public. The CFPB recently put a spotlight on how regulated entities respond to those complaints. Under more scrutiny than ever it is important that NCBA members evaluate their consumer response processes before a regulator comes knocking on your door. In this session learn how to prepare the appropriate responses, properly track complaints, and when and how to follow-up and involve your clients.

Speakers: **Amy Mertz Brown**, Gurstel Law Firm P.C.; **Manny Newburger**, Barron & Newburger, P.C.

12:00 p.m.-1:15 p.m. — Lunch in Exhibit Hall [Sponsored by PhinSolutions](#)

1:15 p.m.-2:15 p.m. — Client Group Meeting with [LCS Financial Services](#)

By Invitation Only

2:20 p.m.-3:20 p.m. — Model Validation Letter

The CFPB Final Debt Collection Rule provided a Model Form Validation Notice and a safe harbor for 1692g claims for debt collectors who choose to use it. What could possibly go wrong? Presenters will breakdown the benefits and challenges the CFPB's Model form provides and how practitioners can implement these changes. (How to handle against State level requirements (i.e. CA Rosenthal, NY DFS and DCA, etc.)

Speakers: **Joe Messer**, Messer Strickler, Ltd.; **Nicole Strickler**, Messer Strickler, Ltd

3:20 p.m.-3:35 p.m. — Break in Exhibit Hall - Sponsored by [KnovaOne](#)

3:35 p.m.-4:15 p.m. — Model Validation Letter - Breakouts

Taking the Model Validation Letter session one step further, join your peers in round table discussions to address what are some of the most important issues that need to be clarified on the model validation notice and its implementation. Collaborate to determine how to best use the Model letter and how you and your firm are getting ready. There will be table leaders to assist with guiding discussions.

Table Leaders: **Avanti Bakane**, Gordon Rees Scully Mansukhani, LLP; **Kelly Huedepoh**, Gordon Rees Scully Mansukhani, LLP; **Joe Messer**, Messer Strickler, Ltd.; and **Nicole Strickler**, Messer Strickler, Ltd.

5:00 p.m.-6:00 p.m. — Outdoor Reception

Location: Signature Island



Friday, May 21

8:00 a.m.-12:00 p.m. — Registration Desk Open - Sponsored by [InvestiNet](#)

8:30 a.m.-11:45 a.m. — [Exhibit Hall Open](#)

8:30 a.m. - 11:00 a.m. — Espresso Bar - Sponsored by [Barron & Newburger, P.C.](#)

8:30 a.m.-9:15 a.m. — Breakfast in Exhibit Hall - Sponsored by [Andreu, Palma, Lavin & Solis, PLLC](#)

9:15 a.m.-10:15 a.m. — Telephone Communications

Communicating with consumers via telephone calls has always been a critical segment of the creditors rights law firm process. Learn how the CFPB's Final Debt Collection Rule treats telephone communications with consumers, including voicemail, Limited Content Messages, call cap tracking, and everything your firm needs to know before you make that call.

Speakers: **Avanti Bakane**, Gordon Rees Scully Mansukhani, LLP; **Kelly Huedepoh**, Gordon Rees Scully Mansukhani, LLP; **Steve Turner**, Lewis Brisbois Bisgaard & Smith; **Jamie Wozman**, Lewis Brisbois Bisgaard & Smith

10:15 a.m.-10:45 a.m. — Break in Exhibit Hall - Sponsored by [Andreu, Palma, Lavin & Solis, PLLC](#)



10:45 a.m.-11:45 a.m. — MAI – Progress, Problems and What's Next - Sponsored by [KnovaOne](#)

The NCBA successfully lobbied for the removal of the MAI “Safe Harbor” from the CFPB’s final rule, but we are far from putting this concept out to pasture. This session will explore recent case law and what you need to be aware of when dealing with potential MAI issues, liability, and what may be on the horizon.

Speakers: **Lauren Burnette**, Messer Strickler, Ltd.; **Manny Newburger**, Barron & Newburger, P.C.; **Andrew Schwartz**, Gordon Rees Scully Mansukhani, LLP
