

2022 CANDIDATE QUESTIONNAIRE

Rachel VanHorn

- My firm has been an NCBA Firm Member in good standing for more than 2 consecutive years.
- I have attended an NCBA event in the past 2 years.
- My home and office are in Norfolk, VA. I practice throughout Virginia and regularly appear before courts in the Hampton Roads region.
- I have been a creditors' rights attorney with Glasser and Glasser, P.L. C. for 10 years.
- I am a "Member" within the Collections Department. I perform the typical duties of an attorney - reviewing, filing, and arguing court actions. I am also heavily involved in the department's operations, personnel, and compliance management.
- My main practice area is consumer debt collection; therefore, my main practice area is also compliance.
- I have served on many NCBA committees. I recently served as the Membership Committee Co-chair. I currently serve as the Chair of the NCBA Foundation.
- I have prior experience from serving on the Executive Committee of the Norfolk and Portsmouth Bar Association as the President of the Norfolk Law Library. In that role, I have helped guide the library's outreach and catalog projects, prepared and submitted annual budget information to the City for funding, ensured compliance with regulations regarding solicitation, and regularly reported to the bar association regarding same.
- I think that I am an effective leader because I value other people and believe in collaboration.
- The biggest challenges facing our industry are cybersecurity, overregulation, and increasing costs of compliance (without concomitant increases in fees). Regarding cybersecurity, all we can do is train our teams, invest in programs, and buy insurance while we can! To overcome the other challenges, the first thing we must do is act with compassion and integrity while adhering to the law. Beyond that, we must: utilize technology where appropriate to minimize errors and increase efficiency; educate ourselves and inform others as new rules, regulations, arguments, and trends arise; support each other in developing best practices for responding to same; and stand united against unreasonable restraints on our practice including engaging in political efforts and/or participating in litigation.