



2021 AFCC Spring Conference

May 16-17

Eden Roc Hotel-Miami, FL

Conference Co-Title Sponsors:

Greenspoon Marder, LLP
Reliant Account Management

Sunday, May 16, 2021

2:00-3:00 **Registration Open-** Sponsored by DebtPayPro/DebtPayGateway

3:00-3:30 **Conference Kick-Off-** Robby Birnbaum, AFCC President

3:30-4:00 **CEO Update**

Denise Dunckel, AFCC CEO

We are excited to welcome Denise to her first AFCC conference. AFCC had a very busy 2020, and we are planning even more in 2021. Denise will share all that we have accomplished in her first few months leading our organization and the projects on the horizon for AFCC.

4:00-5:00 **AFCC Federal and State Legislative Update – Wins, Losses and the Battles Ahead**

Steven Boms, President, Allon Advocacy

Robert Linderman, AFCC Vice President & Legislative Director

The AFCC has been hard at work in state capitols across the country and in Washington, D.C. Join Bob Linderman, the AFCC's Vice-President, and Steve Boms, President, Allon Advocacy, LLC, for an overview of the AFCC's legislative and regulatory progress to date and for a look ahead to where the AFCC plans to engage in the future.

5:00-5:30 **Licensing for Debt Settlement Companies- Applications, Bonds and Advice**

Yarly Franco, Paralegal, Greenspoon Marder Law

Learn about the requirements for debt settlement license applications, how to prepare for and apply for state licensing, including the most current update on the newest licensing state of Virginia.

5:30-7:30 **Welcome Reception-**Sponsored by Crossroads Financial Technologies



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8:00-9:00 **Breakfast-Sponsored by Rescue One Financial**

Cappuccino/Espresso Bar-Complete Legal Plan

9:00-10:15 **AFCC Industry and Compliance Update**

Robby Birnbaum, AFCC President

As the leading expert on debt settlement compliance and regulation Mr. Birnbaum, the President of the American Fair Credit Council will update professionals on the current 'State of Debt Settlement.' Awareness of newly implemented state laws, consumer protections and how new relief approaches will impact both consumers and settlement organizations is a must. Find out what to expect from the CFPB, FTC and state regulators regarding licensing requirements for this industry as well as new marketing approaches to adjust to new compliance issues.

10:15-10:45 **Networking Break-Global Holdings**

10:45-11:15 **Consumer Protection and Choice in Financial Alternatives**

Andy Barr (R), U.S. Representative for Kentucky's Sixth Congressional District

11:15-12:15 **CFPB Unfiltered: What We Can Expect From the "New" Administration and How This Will Impact the Financial Services Industry**

Thomas Pahl, Former Deputy Director, Consumer Financial Protection Bureau

Mr. Pahl being the "former" deputy director of the CFPB from 2018-2020 can provide clear insight on how the recent political changes could affect the financial services industry and how to respond. Prior to the CFPB, Mr. Pahl was the Acting Director of the Bureau of Consumer Protection at the Federal Trade Commission ("FTC") from 2017-2018 and will share what changes may happen with current TSR regulations. Immediately following the presentation will be open questions from the audience. You don't want to miss this opportunity!

12:15-1:30 **Lunch-Sponsored by NLLG**



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- 1:30-2:00 **BSI-Preparing For Your Accreditation Audit**
Jennifer Coon, Project Manager, BSI, Inc.
Jennifer will review the changes to the AFCC Best Practices Checklist, and share her experience on how best to prepare for a successful accreditation audit.
- 2:00-2:45 **2020 Regan Report**
Greg J. Regan, Partner, Hemming Morse, LLP
Will Dobbie, Professor of Public Policy, Harvard Kennedy School
Bob Linderman, Vice President, AFCC
Greg Regan, author of the AFCC commissioned “Regan Reports” will provide an update and key takeaways from the recently released 2020 version which is the fourth in the series. Additionally, Will Dobbie will provide details of his peer review of the Regan reports which examined the methodology analyses and results of the series. Don’t miss this opportunity to hear about the only definitive analysis of the consumer value delivered by the debt settlement industry.
- 2:45-3:15 **Networking Break-BullDog 360**
- 3:15-4:00 **Demystifying the BBB**
Rod Davis, President/CEO Better Business Bureau Serving Southeast Florida and the Caribbean
Mr. Davis knows debt relief, he knows ratings, and he will discuss the BBB’s present day process for managing, rating and improving scores. Every company in our industry relies on its BBB rating or wishes it was higher or more stable. Learn from the expert on how to work with your BBB to grow positive feedback about your business and industry and meet Rod personally.
- 4:00-4:30 **The Evolution of Negotiations During a Pandemic**
Roger Knauf, Full Circle Financial
Dan Card, Accelerated Financial
Dan Frazier, CEO, Century Support Services
Amy Perkins, Chief of Staff, Phillips & Cohen Associates
This panel will be discussing the challenges faced during this time negotiations and collections. And how to manage teams remotely.



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4:30-5:00 **How To Leverage Ai and Speech Analytics to Increase Retention and Compliance**

Marc Cataldo, Co-Founder, BC Solutions

Marc will speak to the latest technology trends regarding Ai/ML and speech analytics. The importance of effectively managing your sales to increase conversions through speech analytics and more importantly monitoring compliance. This is a powerful technology that will not only transform your sales team but is a great automation tool for customer service retention.

5:00-5:30 **M&A and Valuation Trends in Debt Settlement – Navigating through “Covid-19 and the New Normal”**

Michael Lamm, Managing Partner, Corporate Advisory Solutions

Michael will give an overview of the current market trends as well as insights into Covid-19's impact on M&A and valuation in the debt settlement industry. He will also touch upon how deals are being done virtually and how he sees the market evolving for the remainder of the year and into 2022.

5:00-7:00 **Closing Reception-Sponsored by Veritas Legal Plan**