



Annual Spring Conference of the Mid-Atlantic Collectors Association

Delaware • Maryland • Pennsylvania • District of Columbia

MONDAY, MAY 4

10:00 – 12:30 MACA Board of Directors Meeting

1:00 – 1:20 Spring Fling Registration and Arrivals

1:20 – 2:15 TCPA
How are Plaintiff attorneys marketing against you?
Steve Kusic, President, CEO (NRA Group, LLC)

2:20 – 3:20 FCRA / FDCPA Hot Issues
Patty Cobb, Senior Compliance Officer (Commonwealth Financial Systems)

3:20 – 3:30 Break

3:30 – 5:00 No More Business as Usual: Why the Consumer is King
Chip Hellman, Consultant (Ontario Systems)

Complaint tracking
Consumer disputes (direct and indirect); eOscar, CDIA/National Consumer Assistance Plan
Vendor Management under CFPB

Want to gain a fuller understanding of TCPA compliance? Do you have questions about present and expected changes from the CFPB? Are you eager to get up to date on direct and indirect consumer disputes? Interested in best practices guidelines for vendor management? If you answered yes to any of these questions, this session is a must for owners, executives, senior managers, collection floor managers, and all mid-level staff.

5:30 - 7:00 Vendor Reception
Sponsored by BillingTree, Global Connect, Noble Systems, Sungard, TransUnion

Join our sponsoring vendors for refreshments and munchies, while browsing their table displays during this informal, 90-minute reception. This is also a great opportunity to network with other attendees.

7:00 Day One Concludes - Dinner on Own

TUESDAY, MAY 5

8:00 – 8:30 Registration & Continental Breakfast

8:30 – 10:00 States Update
Andrew Madden, Director, State Government Affairs (ACA International)

In addition to its efforts at the federal level, ACA is aggressively engaging with policymakers at the state level to protect industry interests, particularly through increased collaboration with state units. This session covers hot items in your state units, offers an overview on industry-related issues across the country, and will update you on the forward push your national association is making with state attorneys general and regulators to proactively share our story.

10:00 – 10:15 Break

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TUESDAY, MAY 5 – CONTINUED

10:15 – 11:30 Lobbyist Update: Recent Legislative Successes & Being a Meaningful Partner in the Grassroots Effort to Impact Legislation

D. Robert Enten (Gordon Feinblatt, LLC)

Successful membership trade organizations advance their public policy and advocacy agendas using a registered lobbyist who, in conjunction with the organization's Board of Directors, implements and coordinates government relations and public policy strategies in a collaborative partnership with clients to achieve their government relations goals.

This session will introduce you to MACA's lobbyist who'll provide an update on recent legislative successes that impact MACA members. You'll also learn how you can impact future successes through grassroots advocacy.

11:30 Annual Membership Meeting & Board of Director Elections

Noon Spring Fling Adjourns

Noon Newly Elected Board Convenes