

ACA CONVENTION
# 2025
LOUISVILLE

# Agenda

*Subject to Change.*


## July 22, 2025

| Time | Title/Event | Location |
|---|---|---|
| 5:00 PM - 6:00 PM | **[Invitation Only] Council of Delegates Reception** | Commonwealth Foyer |

## July 23, 2025

| Time | Title/Event | Location |
|---|---|---|
| 7:00 AM - 3:00 PM | **Exhibitor Set-Up** | Hall ACE, 2nd Floor @ KICC |
| 7:00 AM - 7:00 PM | **Registration**<br>*Sponsored by:* LexisNexis Risk Solutions | South Pre-Function, 2nd Floor @ KICC |
| 7:30 AM - 10:00 AM | **Council of Delegates Meeting & Breakfast (Members Only)** | M112, Street Level @ KICC |
| 8:00 AM - 7:00 PM | **Paint it Forward**<br>*(Community Service Project)* | South Pre-Function, 2nd Floor @ KICC |
| 10:00 AM - 12:00 PM | **[Add-On] Small Agency Jam Live: What Hat Are You Wearing Today?**<br>*Sponsored by:* Applied Innovation | M108, Street Level @ KICC |
| | **[Interest Group] InterProse ACE User Meeting - Development Roadmap & Networking** | M102, Street Level @ KICC |
| 1:00 PM - 3:00 PM | **[Add-On] At the Bar Live: Turning Legal Lessons into Winning Strategies**<br>*Sponsored by:* Frost Echols | M109, Street Level @ KICC |
| | **[Add-On] The Clinic Live: Onboarding Through Their Eyes: A Provider-Perspective Workshop**<br>*Sponsored by:* CompuMail | M110, Street Level @ KICC |
| 2:00 PM - 2:45 PM | **First Timers & New Members Meet & Greet**<br>*Sponsored By:* Bayview Solutions, LLC | South Pre-Function, 2nd Floor @ KICC |
| 2:30 PM - 3:15 PM | **Visionaries Reception**<br>*Sponsored by:* RevSpring | Jefferson Street Pre-Function, Street Level @ KICC |
| 3:30 PM - 5:00 PM | **MAIN STAGE: Creating a Limitless Culture**<br>*Sponsored by:* finvi | Ballroom C, Street Level @ KICC |
| 5:00 PM - 7:00 PM | **Welcome Reception & Innovation Stage**<br>*Sponsored by:* Collectors Insurance Agency, Aon, Coalitoin & Wolters Kluwer CT Corporation | Hall ACE, 2nd Floor @ KICC |
| | **ON THE INNOVATION STAGE:** | |
| 5:15 PM - 5:35 PM | **Aktos: How an AI Phone Agent Can Outperform 80% of Humans** | |
| 5:40 PM - 6:00 PM | **Spokeo: Supercharge Your Digital Debt Collections Strategy with People Data from Spokeo** | |
| 6:05 PM - 6:25 PM | **Emprise Technologies: Conduit: Automation Framework for Collections** | |
| 6:30 PM - 6:50 PM | **ExpertSource Global Services: Leverage AI-Powered Tools to Manage & Scale Your Offshore Team** | |
| 7:00 PM - 9:30 PM | **Dinner with Strangers**<br>*(Pre-Registration Required)*<br>*Meet at 7:00 PM for restaurant name.*<br>*Dinner reservations are set for 7:30 PM.* | Meet at ACA Registration Desk |

## July 24, 2025

| Time | Title/Event | Location |
|---|---|---|
| 6:30 AM - 7:30 AM | **[Interest Group] Runners Club - Bridges Across the Bluegrass** | Meet in Main Lobby @ Omni |
| 7:00 AM - 7:45 AM | **Drumroll Wake-Up Call - Pound Fitness** | Olmstead 2 @ Omni |
| 8:00 AM - 3:45 PM | **Registration**<br>*Sponsored by:* LexisNexis Risk Solutions | South Pre-Function, 2nd Floor @ KICC |
| 8:00 AM - 3:45 PM | **Expo Hall Open** | Hall ACE, 2nd Floor @ KICC |
| 8:00 AM - 9:00 AM | **Breakfast in Expo Hall**<br>*Sponsored by:* Sedric | Hall ACE, 2nd Floor @ KICC |
| 8:00 AM - 4:00 PM | **Paint it Forward**<br>*(Community Service Project)* | South Pre-Function, 2nd Floor @ KICC |
| 8:00 AM - 9:00 AM | **[Invitation Only] KCIA Breakfast** | Old Louisville Room @ Omni |
| 9:00 AM - 5:00 PM | **Relaxation Room** | M101, Street Level @ KICC |
| 9:15 AM - 10:15 AM | **The Future of Collection Agencies: Strategies, Challenges, and Opportunities** | M107/104, Street Level @ KICC |
| | **Scrub Smarter: Why the Reassigned Numbers Database (RND) is a Must-Use Tool in 2025** | M108, Street Level @ KICC |
| | **From Overwhelmed to Outstanding: The PACE Framework for Collection Industry Leaders** | M111, Street Level @ KICC |
| | **Debt Collection Goes Digital: Pivotal Court Decisions** *(Legal Education-Members Only)* CLE | M112, Street Level @ KICC |
| 10:15 AM - 11:00 AM | **Morning Break & Innovation Stage in Expo Hall**<br>*Sponsored by:* CDS Software | Hall ACE, 2nd Floor @ KICC |
| | **ON THE INNOVATION STAGE:** | |
| 10:25 AM - 10:45 AM | **Sedric: Accelerating Collections with AI: Proven Strategies for Operational Excellence and Compliance** | |
| 11:00 AM - 12:00 PM | **MAIN STAGE: The Advocacy Advantage: Staying in the Lead on Key Issues**<br>*Sponsored by:* Pentafon | Ballroom ABC, Street Level @ KICC |
| 12:00 PM - 2:00 PM | **Lunch & Innovation Stage in Expo Hall**<br>*Sponsored by:* InterProse | Hall ACE, 2nd Floor @ KICC |
| | **ON THE INNOVATION STAGE:** | |
| 12:05 PM - 12:25 PM | **Avtal: Beyond Traditional Collections: How Avtal's Digital Platform Is Changing Agency Economics** | |
| 12:35 PM - 12:55 PM | **InterProse: AI - Think Big, Powerful Back Office Applications** | |
| 1:05 PM - 1:25 PM | **Floatbot.AI: LEXI, Powered by Floatbot.AI, AI Agent Revolutionizing Debt Collections** | |
| 1:35 PM - 1:55 PM | **Prodigal: Crawl, Walk, Run for Digital Collections and AI Agents** | |
| 12:00 PM - 2:00 PM | **[Invitation Only] group50 Meeting & Lunch** | M100/103, Street Level @ KICC |



# Agenda



## July 24, 2025

| | | |
|---|---|---|
| 2:00 PM - 3:00 PM | **Compliant Voice AI: Adapting to the FCC's New TCPA Revocation Rules** | M107/104, Street Level @ KICC |
| | **DOGE, Executive Orders, Changing Regulations and More...A View from President Trump's Washington** | M108, Street Level @ KICC |
| | **Building Empathy into Recruitment, Retention, and Training in Performance-Driven Call Centers** | M111, Street Level @ KICC |
| | **Want to Get Even? Want to Get Justice? SLAPP the Plaintiff Suing You!** *(Legal Education-Members Only)* CLE | M112, Street Level @ KICC |
| 3:00 PM - 3:45 PM | **Ice Cream Break & Innovation Stage in Expo Hall** *Sponsored by:* Provana | Hall ACE, 2nd Floor @ KICC |
| | **ON THE INNOVATION STAGE:** | |
| 3:10 PM - 3:30 PM | **IMPAC AI Solutions: Let Collectors Collect — While AI Handles the Rest** | |
| 3:45 PM - 4:45 PM | **Truth and Trust in the Age of AI: Navigating Disinformation and Deepfakes in Collections** | M107/104, Street Level @ KICC |
| | **Considering All Angles: Navigating Revenue and Legal Decisions Through Cross-Functional Collaboration** | M108, Street Level @ KICC |
| | **Inside the Agency: Real Talk from Small Agency Leaders** | M111, Street Level @ KICC |
| | **Litigation Trends: Counterclaims in State Lawsuits & Where They're Being Filed** *(Legal Education-Members Only)* CLE | M112, Street Level @ KICC |
| 4:45 PM - 5:30 PM | **Emerging Leaders Reception** | M101-M102, Street Level @ KICC |
| 5:30 PM - 9:00 PM | **[Add-On] ACPAC Event: Derby Night at Churchill Downs** *(Tickets required)*<br>5:30 PM Bus Loading<br>5:45 PM Round 1 Buses Depart<br>6:15 PM Round 2 Buses Depart<br>6:00 - 9:00 PM ACPAC Event<br>9:00 PM Bus Loading Back to Hotel<br>*Sponsored by:* Nationwide, REPAY & VoApps DirectDrop Voicemail | Buses Pick-Up at Marriott 2nd Street Entrance.<br>Going on your own? Enter Churchill Downs at Paddock Gate. |

## July 25, 2025

| | | |
|---|---|---|
| 6:00 AM - 7:00 AM | **[Interest Group] Runners Club - Ohio Riverfront** | Meet in Main Lobby @ Omni |
| 6:30 AM - 7:15 AM | **Namaste with ACA** | Salon E 1st Floor @ Marriott |
| 7:00 AM - 1:30 PM | **Registration**<br>*Sponsored by:* LexisNexis Risk Solutions | South Pre-Function, 2nd Floor @ KICC |
| 7:45 AM - 8:15 AM | **Awards Breakfast**<br>*Sponsored by:* Payscout | Ballroom ABC, Street Level @ KICC |
| 8:15 AM - 9:30 AM | **MAIN STAGE: Neat, On the Rocks, or With a Twist—How Bourbon Brings Us Together**<br>*Sponsored by:* PRA Group | Ballroom ABC, Street Level @ KICC |
| 9:00 AM - 3:00 PM | **Relaxation Room** | M101, Street Level @ KICC |
| 9:30 AM - 1:30 PM | **Expo Hall Open** | Hall ACE, 2nd Floor @ KICC |

## July 25, 2025 *(Cont'd)*

| | | |
|---|---|---|
| 9:30 AM - 10:15 AM | **Morning Break & Innovation Stage in Expo Hall**<br>*Sponsored by:* Payment Savvy | Hall ACE, 2nd Floor @ KICC |
| | **ON THE INNOVATION STAGE:** | |
| 9:40 AM - 10:00 AM | **How Abstrakt Can Increase Revenue Collected By 67%** | |
| 10:15 AM - 11:15 AM | **Disrupt or Decline: Breaking the Status Quo to Fuel the Future of Collections** | M107/104, Street Level @ KICC |
| | **Unleash Your New Creative Partner: Generative AI** | M108, Street Level @ KICC |
| | **Survival of the Fastest** | M111, Street Level @ KICC |
| | **Beyond Chevron: How Loper-Bright Is Reshaping Regulation F and FDCPA Enforcement** *(Legal Education-Members Only)* CLE | M112, Street Level @ KICC |
| 11:15 AM - 1:30 PM | **Lunch & Innovation Stage in Expo Hall** | Hall ACE, 2nd Floor @ KICC |
| | **ON THE INNOVATION STAGE:** | |
| 11:30 AM - 11:50 AM | **Cogent: Simplify Collections, Accelerate Adoption, Optimize Costs & Eliminate It Complexity** | |
| 12:00 PM - 12:20 PM | **AARC-360: Cybersecurity: Risk to Resilience** | |
| 12:30 PM - 12:50 PM | **ZIZO Technologies: Cracking the Code on Collections Performance: The Science-Backed System That Actually Works** | |
| 1:00 PM - 1:20 PM | **Financial Cloud: From Collections to Connection: What Debt Recovery Can Learn from Modern Fintech's** | |
| 12:00 PM - 1:00 PM | **[Invitation Only] Past Presidents Lunch** | M115, Street Level @ KICC |
| 12:15 PM - 1:15 PM | **Debt Buying & Selling: Legal Pitfalls to Avoid** *(Legal Education-Members Only)* CLE | M112, Street Level @ KICC |
| 1:30 PM - 2:30 PM | **With the CFPB Away, How Will the States Play? A Roadmap to Rising State-Level Regulation** | M107/104, Street Level @ KICC |
| | **How to Maximize Your Legal Workflow** | M108, Street Level @ KICC |
| | **New Hire Training and Creating Career Collectors** | M111, Street Level @ KICC |
| | **Decoding AI Ethics: Bias, Fairness, and Practical Guidance for Deploying Generative AI in Your Business** *(Legal Education-Members Only)* CLE | M112, Street Level @ KICC |
| 1:30 PM - 5:00 PM | **Exhibitor Tear-Down** | Hall ACE, 2nd Floor @ KICC |
| 2:45 PM - 3:45 PM | **Self-Serve Success: A Boot Camp for Increasing Revenue in a High-Volume World** | M107/104, Street Level @ KICC |
| | **Systematic Compliance: Building Systems to Avoid Putting Out Fires** | M108, Street Level @ KICC |
| | **Rethinking Pay: Designing Compensation for the Future of Collections** | M111, Street Level @ KICC |
| | **Class Action Lawsuits in Debt Collection: Lessons & Prevention** *(Legal Education-Members Only)* CLE | M112, Street Level @ KICC |
| 6:00 PM - 9:30 PM | **President's Closing Celebration**<br>*(Tickets Required) Pre-Registration is Required.*<br>*6:00 PM Reception & Seating*<br>*6:30 PM Program, Dinner, & Entertainment* | Olmstead Ballroom @ Omni |