



➤➤➤ Tuesday, November 1st:



ADD ON EVENT

6:30 PM - 8:30 PM Dinner with Strangers

➤➤➤ Wednesday, November 2nd:



ADD ON EVENTS

8:00 AM - 3:00 PM: Pacific Ballroom Breakout Sessions

3:00 PM - 4:30 PM Pacific Ballroom Mixology 101

3:00 PM - 4:30 PM Atlantic Ballroom Exhibitor Set-Up

3:00 PM - 6:30 PM Atlantic Foyer, Level 1 Registration Open
Sponsored by: Provana

5:00 PM - 7:00 PM Atlantic Ballroom Welcome Reception in Expo Hall
Sponsored by: Maurice Wutscher

➤➤➤ Thursday, November 3rd:

7:45 AM - 8:15 AM Atlantic Foyer Continental Breakfast
Sponsored by: Skit.ai

7:45 AM - 4:00 PM Atlantic Foyer Registration Open
Sponsored by: Provana

8:15 AM - 9:15 AM Atlantic Ballroom Main Stage Session

9:15 AM - 10:00 AM Atlantic Ballroom Morning Break in Expo Hall
Sponsored by: CWA Merchant Services

10:00 AM - 11:00 AM Caribbean/Caspian Now Go Do that Voodoo that You Do...

Atlantic Ballroom WFH: Managing the New Normal

Pacific Ballroom [MEMBERS ONLY]
Attorney Well-Being and Mental Health (ETHICS)

11:10 AM - 12:10 PM Atlantic Ballroom The Financial Literacy of Your Front-Line Collectors

Caribbean/Caspian The "No Surprises Act" And Its Unfortunate Surprises For Collectors!

Pacific Ballroom [MEMBERS ONLY]
The New Tactics by the CFPB and FTC: Ignorance Is Not Bliss!

12:10 PM - 1:20 PM Atlantic Ballroom Lunch & Learn in Expo Hall
Sponsored by: Payscout

1:20 PM - 2:20 PM Atlantic Ballroom Guidance from the CFPB: A Wolf in Sheep's Clothing

Caribbean/Caspian How to Use Analytics and Data to Monitor, Audit and Coach Healthcare Collectors from Cradle to Grave

Pacific Ballroom [MEMBERS ONLY]
Navigating Risk in Consumer Communication Channels

2:20 PM - 3:00 PM Atlantic Ballroom Afternoon Break in Expo Hall
Sponsored by: RNN Group

3:00 PM - 4:00 PM Caribbean/Caspian This is Not the End of Healthcare Collections

Atlantic Ballroom Tipping the Fence Sitters! Moving the Middle-of-the-Road Employee to a Motivated Top Performer

Pacific Ballroom [MEMBERS ONLY]
Strategies for Defense and Settlement of Mass-Volume Arbitrations

4:00 PM - 5:00 PM Atlantic Ballroom Exhibitor Tear Down

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Friday, November 4th:

8:00 AM - 8:30 AM	Atlantic Foyer	Continental Breakfast
8:00 AM - 10:00 AM	Atlantic Foyer, Level 1	Registration Open <i>Sponsored by: Provana</i>
8:30 AM - 9:30 AM	Caribbean/Caspian	The Pros And Cons of Reporting Healthcare Debt
	Atlantic Ballroom	Put On Your ARM Advocacy Hat
	Pacific Ballroom	[MEMBERS ONLY] KISS for an Attorney (Not the Rock Band): Keeping Information Security Sensible
9:40 AM - 10:40 AM	Atlantic Ballroom	The Procrastinator's Guide to Compliance with the New FTC Safeguards Rule
	Caribbean/Caspian	Medical Debt and the Ever Changing Regulatory Landscape
	Pacific Ballroom	[MEMBERS ONLY] Grasping Defeat From the Jaws of Victory (ETHICS)
10:50 AM - 11:50 AM	Caribbean/Caspian	A Conversation with the Better Business Bureau
	Pacific Ballroom	[MEMBERS ONLY] 50-State Compliance Road Trip

Exhibitor List

<u>Booth Number</u>	<u>Exhibitor</u>	<u>Booth Number</u>	<u>Exhibitor</u>
ACA Central	26	Number Sentry	16
Applied Innovation Inc.	23	Payce	11
Attunely	14	Payscout	6
BillingTree, a REPAY Company	24	Peak Revenue Learning	5
Bloodhound Software	9	Renkim Corporation	19
Collexin, Inc.	13	RevSpring	20
CompuMail, Inc.	1	Solutions By Text	2
ezPay365	10	TCN, Inc.	21
Finvi	17	TEC Services Group Inc.	22
FocusOne	8	The Intelitech Group	4
Intelligent Contacts, Inc.	7	VoApps DirectDrop Voicemail	18
Latitude by Genesys	12	WebRecon LLC	15
Matrix Imaging Solutions	3		

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