

# ACA INTERNATIONAL CONVENTION & EXPO 2023

CHICAGO JULY 26-28  
HILTON CHICAGO

## Agenda



### Tuesday, July 25, 2023

Time	Title/Event	Location
5:00 PM - 6:00 PM	<b>[Invitation Only]</b> <b>Council of Delegates Reception</b>	Astoria, 3rd Floor



### Wednesday, July 26, 2023

Time	Title/Event	Location
7:00 AM - 3:00 PM	<b>Exhibitor Set-Up</b>	Stevens C & D, Lower Level
7:00 AM - 7:00 PM	<b>Registration</b> <i>Sponsored by: LexisNexis, Risk Solutions</i>	Stevens C Foyer, Lower Level
7:30 AM - 9:30 AM	<b>Council of Delegates Meeting &amp; Breakfast</b> <i>(Members Only)</i>	Continental AB, Lobby Level
10:00 AM - 1:00 PM	<b>[Interest Group] InterProse ACE User Meeting - Development Roadmap &amp; Networking</b>	Boulevard A, 2nd Floor
12:00 PM - 3:00 PM	<b>Compliance Unleashed: Engaging Your Entire Organization</b> <i>(Pre-Registration Required)</i> <i>Sponsored by: TransUnion</i>	Joliet Room, 3rd Floor
12:00 PM - 3:00 PM	<b>[Interest Group] [Invitation Only] TSC User Group Meeting</b>	Boulevard C, 2nd Floor
12:00 PM - 2:00 PM	<b>[Interest Group][Invitation Only] Tratta Horizon: User Collaborative - Our Digital Future</b>	Room 4D, 4th Floor
2:00 PM - 2:45 PM	<b>First Timers &amp; New Members Reception</b>	Buckingham Room, Lobby Level
2:30 PM - 3:15 PM	<b>Young Professionals Reception</b> <i>Sponsored by: Bayview Solutions, LLC</i>	Continental Foyer, Lobby Level
3:30 PM - 5:00 PM	<b>Main Stage: Opening Remarks + Keynote Jon Gordon: The Power of Positive Leadership</b>	International Ballroom, Enter at Lobby Level
5:00 PM - 7:00 PM	<b>Welcome Reception &amp; Innovation Stage</b> <i>Sponsored by: Collection Insurance Agency, AON, and Axis</i>	Stevens C & D, Lower Level
<b>ON THE INNOVATION STAGE:</b>		
5:15 PM - 5:35 PM	<b>NumberLab: A Game-Changer in Call Labeling and Number Monitoring</b>	
5:40 PM - 6:00 PM	<b>Transform Your Contact Center with Provana's IOCX Solution</b>	
6:05 PM - 6:25 PM	<b>Security and Compliance in 2023</b>	
6:30 PM - 6:50 PM	<b>We All Need It... Collection Licensing and Insurance Coverage</b>	
7:00 PM - 9:30 PM	<b>Dinner with Strangers</b> <i>(Pre-Registration Required) Meet at 7:00 PM for restaurant assignment. Dinner reservations are set for 7:30 PM.</i>	Meet at ACA Registration Desk
9:00 PM - 10:00 PM	<b>[Invitation Only] Small Agency Nightcap</b> <i>All agencies with 50 or fewer employees are invited to join!</i>	Buckingham Room, Lobby Level



### Thursday, July 27, 2023

Time	Title/Event	Location
6:00 AM - 7:00 AM	<b>[Interest Group]</b> <b>Runners Club - Park Run</b>	Meet at Clock Tower, Lobby Level
7:00 AM - 3:45 PM	<b>Registration</b> <i>Sponsored by: LexisNexis, Risk Solutions</i>	Stevens C Foyer, Lower Level
7:00 AM - 3:45 PM	<b>Expo Hall Open</b>	Stevens C & D, Lower Level
7:00 AM - 7:45 AM	<b>Breakfast in Expo Hall</b> <i>Sponsored by: RevSpring, Inc.</i>	Stevens C & D, Lower Level
8:00 AM - 9:00 AM	<b>The Benefits and Traps of Building a Healthcare Early-Out Operation</b>	Stevens A1, Lower Level
	<b>24 Before 2024</b>	Stevens A3-4, Lower Level
	<b>Avoiding the Call Blocking Blues</b>	Stevens A5, Lower Level
	<b>AI with a Shot of Chat GPT - Please Drink Responsibly</b> <i>(Members Only)</i> <b>CLE</b>	Continental A, Lobby Level
8:00 AM - 9:00 AM	<b>[Invitation Only] KCIA Breakfast</b>	Boulevard B, 2nd Floor
9:15 AM - 10:15 AM	<b>So You Don't Think You Can Email And Text - YES YOU CAN!</b>	Stevens A1, Lower Level
	<b>Using Generative AI and Robotic Processing Automation to Thrive for the Next 10 Years</b>	Stevens A3-4, Lower Level
	<b>From Interviewing to Coaching, A Deeper Dive to What They Are NOT Saying</b>	Stevens A5, Lower Level
	<b>Building on Bankruptcy Basics: Bonding Over the Bankruptcy Code</b> <i>(Members Only)</i> <b>CLE</b>	Continental A, Lobby Level
9:30 AM - 10:30 AM	<b>[Invitation Only] Meeting with Small Business Administration Office of Advocacy</b>	Boulevard A, 2nd Floor
10:15 AM - 11:00 AM	<b>Morning Break &amp; Innovation Stage in Expo Hall</b> <i>Sponsored by: CDS Software</i>	Stevens C & D, Lower Level
<b>ON THE INNOVATION STAGE:</b>		
10:25 AM - 10:45 AM	<b>Conversational Voice AI: The Game-Changer in Collections</b>	
11:00 AM - 12:00 PM	<b>Comparing Your Results Against Other ACA Members: Insights That Drive Growth and Profitability</b>	Stevens A1, Lower Level
	<b>The Power of Curiosity: Boosting Revenue While Solving Consumers' Financial Problems</b>	Stevens A3-4, Lower Level
	<b>How To: Effectively Develop a Nearshore or Offshore Platform</b>	Stevens A5, Lower Level
	<b>Master the Art of Managing High-Conflict Litigants, Opposing Counsel, and Passionate Plaintiffs</b> <i>(Members Only)</i> <b>CLE</b>	Continental A, Lobby Level
12:00 PM - 2:00 PM	<b>[Invitation Only] group50 Meeting &amp; Working Lunch</b>	Waldorf Room, 3rd Floor



**Thursday, July 27, 2023 (Cont'd)**

Time	Title/Event	Location
12:00 PM - 2:00 PM	<b>Lunch &amp; Innovation Stage in Expo Hall</b> <i>Sponsored by: InterProse</i>	Stevens C & D, Lower Level
<b>ON THE INNOVATION STAGE:</b>		
12:05 PM - 12:25 PM	<b>FinText™ - Text + Payments. Reimagined.</b>	
12:35 PM - 12:55 PM	<b>Got Friction? Reduce It!</b>	
1:05 PM - 1:25 PM	<b>Maximize Your Collections Process with ChatGPT AI</b>	
1:35 PM - 1:55 PM	<b>Harnessing Experiments for Better Decisions</b>	
2:00 PM - 3:00 PM	<b>State Cohort</b>	Stevens A1, Lower Level
	<b>One Stop Essentials Shop – Get All Your Agency’s Compliance and Legal Needs</b>	Stevens A3-4, Lower Level
	<b>Intelligent Virtual Agents: Navigating the Challenges of Debt Collection</b>	Stevens A5, Lower Level
	<b>Can't We All Get Along? Preparing and Negotiating Agreements Among Creditors, Debt Buyers, and Collection Agencies (Members Only) CLE</b>	Continental A, Lobby Level
3:00 PM - 3:45 PM	<b>Ice Cream Break &amp; Innovation Stage in Expo Hall</b> <i>Sponsored by: Factual Data</i>	Stevens C & D, Lower Level
<b>ON THE INNOVATION STAGE:</b>		
3:10 PM - 3:30 PM	<b>The Forgetting Curve - People Forget Everything You Just Taught Them and What to Do About It</b>	
3:45 PM - 4:45 PM	<b>Advocacy Stage: The Forefront of Federal &amp; State Advocacy</b>	Continental Ballroom AB, Lobby Level
4:45 PM - 5:45 PM	<b>Visionaries Reception</b> <i>Sponsored by: Bayview Solutions, LLC</i>	Continental Ballroom C, Lobby Level
6:00 PM - 9:00 PM	<b>[Add-On] Flight Club Darts (Tickets required)</b> <i>Sponsored by: Nationwide and REPAY</i> <i>Transportation on your own.</i>	Flight Club Darts 111 W Wacker Drive Chicago, IL 60601



**Friday, July 28, 2023**

Time	Title/Event	Location
6:00 AM - 7:00 AM	<b>[Interest Group] Runners Club - Run the River</b>	Meet at Clock Tower, Lobby Level
7:00 AM - 1:30 PM	<b>Registration</b> <i>Sponsored by: LexisNexis, Risk Solutions</i>	Stevens C Foyer, Lower Level
7:30 AM - 8:10 AM	<b>Awards Breakfast</b> <i>Sponsored by: Quantrax Corporation, Inc.</i>	International Ballroom, Enter at Lobby Level
8:10 AM - 9:30 AM	<b>Main Stage: Awards + Keynote: The Future is Now - Relate to Innovate</b> <i>Sponsored by: Uniphore</i>	International Ballroom, Enter at Lobby Level
9:30 AM - 1:30 PM	<b>Expo Hall Open</b>	Stevens C & D, Lower Level
9:30 AM - 10:15 AM	<b>Morning Break &amp; Innovation Stage in Expo Hall</b> <i>Sponsored by: CompuMail, Inc.</i>	Stevens C & D, Lower Level
<b>ON THE INNOVATION STAGE:</b>		
9:40 AM - 10:00 AM	<b>What Has AI Done For You Lately?</b>	



**Friday, July 28, 2023 (Cont'd)**

Time	Title/Event	Location
10:15 AM - 11:15 AM	<b>The Compliance Circuit</b>	Stevens A1, Lower Level
	<b>Thriving as a Small Collection Agency in a Big Pond</b>	Stevens A3-4, Lower Level
	<b>Pitch Slam: A Showdown of ARM Industry Products &amp; Services</b>	Stevens A5, Lower Level
	<b>Unique Strategies for Unique Times (Members Only) CLE</b>	Continental A, Lobby Level
11:15 AM - 1:30 PM	<b>Lunch &amp; Innovation Stage in Expo Hall</b>	Stevens C & D, Lower Level
<b>ON THE INNOVATION STAGE:</b>		
11:30 AM - 11:50 AM	<b>Compliant and Profitable? Yes, You Can! With NobelBiz Omni+ powered by Safe Select - The Swiss-Army-Knife of Outbound Compliance</b>	
12:00 PM - 12:20 PM	<b>This is AI in Collection Software</b>	
12:30 PM - 12:50 PM	<b>Maximizing Portal Efficiencies with Clients and Consumers</b>	
1:00 PM - 1:20 PM	<b>Future of Collection Payments Management</b>	
12:00 PM - 1:00 PM	<b>[Invitation Only] Past Presidents Lunch</b>	Grand Tradition, 1st Floor
12:30 PM - 1:15 PM	<b>[Invitation Only] How to Create a Workplace PAC Campaign</b>	Stevens A3-4, Lower Level
1:30 PM - 2:30 PM	<b>ARM's Reach: A Focus on People and Processes</b>	Stevens A1, Lower Level
	<b>In-House Counsel in a Small Agency: It's Not an Expense, It's a Profit Center</b>	Stevens A3-4, Lower Level
	<b>A Zen Approach to Plaintiff Attorneys</b>	Stevens A5, Lower Level
	<b>Cultural Competency and Humility: Ethically Representing LGBTQ+ (Members Only) CLE</b>	Continental A, Lobby Level
1:30 PM - 5:00 PM	<b>Exhibitor Tear-Down</b>	Stevens C & D, Lower Level
2:45 PM - 3:45 PM	<b>Tech-nique Dating: Exploring Technology Innovation in the Collection Industry</b>	Stevens A1, Lower Level
	<b>Modernizing IT &amp; Security with a SMB Budget</b>	Stevens A3-4, Lower Level
	<b>TikTok's War Against Debt Collectors: Assessing the Assault and How to Fight Back</b>	Stevens A5, Lower Level
	<b>Flourishing in Law: Mastering Wellbeing, Ethics, and Resilience (Members Only) CLE</b>	Continental A, Lobby Level
6:00 PM - 9:30 PM	<b>President's Closing Celebration (Tickets Required)</b> <i>6:00 PM Reception &amp; Seating</i> <i>6:45 PM Program, Dinner, Entertainment</i>	International Ballroom, Enter at Lobby Level

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