



OCTOBER 4-6, 2009
CAESARS ATLANTIC CITY
2100 Pacific Avenue
Atlantic City, NJ

PROGRAM
(v.Aug11)

SUNDAY, OCTOBER 4, 2009

- 1:00-5:00 PM **MACA BOARD MEETING**
- 1:00-5:00 PM **NYSCA BOARD MEETING**
- 1:00-5:00 PM **NJCA BOARD MEETING**
- 1:00-6:00 PM **VENDOR SET-UP**
- 6:00-7:00 PM **EXPO REGISTRATION**
- 6:00-8:00 PM **EXPO HALL GRAND OPENING & COCKTAIL RECEPTION**

MONDAY, OCTOBER 5, 2009

- 7:30-8:30 AM **EXPO REGISTRATION & CONTINENTAL BREAKFAST (VENDOR HALL)**
- 8:30-9:15 AM **OPENING SESSION: ACA UPDATE**
Jay Gonsalves, IFCCE
ACA Past President
- 9:15-10:15 AM **ACA LEGAL UPDATE: SRO AND THE NATIONAL DEBT COLLECTOR REGISTRY**
Rozanne M. Andersen, CAE
Executive VP and General Counsel, ACA International
- 10:15-10:45 AM **BREAK (VENDOR HALL)**
- 10:45-12:00 PM **RIGHT-PARTY CONTACTS THROUGH DIALER & AVM TECHNOLOGY**
Tom Hahn, Ontario Systems
Clint Laubaugh, Global Connect
Jillian Wilson, Soundbite (Invited)
- 12:00-1:00 PM **LUNCHEON (VENDOR HALL)**
- 1:00-2:00 PM **SALES BOOT CAMP**
Paul Morrow, NetGain Marketing
- 2:10 - 3:15 PM **SCORING PANEL**
Dwayne A. Banasiak,
PredictiveMetrics
Kyle Aiman, Experian
TU – Invited

MONDAY, OCTOBER 5, 2009 - continued

- 3:15-3:45 PM **BREAK (VENDOR HALL)**
- 3:45-4:45 AM **BEST IDEA SESSION**
Dwayne Heisler, Executive VP
The Remit Corporation
- 6:00-7:00 PM **VENDOR SPONSORED COCKTAIL RECEPTION (Expo Hall)**
- 6:00-7:00 PM **ACPAC BOTTLE AUCTION**
Rozanne M. Andersen
(Auctioneer)
- 7:00-9:00 PM **EXPO GROUP DINNER**

TUESDAY, OCTOBER 6, 2009

- 8:00-9:00 AM **CONTINENTAL BREAKFAST (EXPO Hall)**
- 9:00-10:15 AM **OPERATING PROFITABLY DURING ECONOMIC DOWN CYCLES**
Richard Doane
Sunrise Credit Service, Inc.
Patricia Genovay, President
TRAF Group, Inc.
Dwayne Heisler, Executive VP
The Remit Corporation
- 10:30-11:45 AM **EMERGING ISSUES POSING THREATS TO OUR INDUSTRY**
Josh Gindin (Invited), NCO
David Isreal (Invited), NCO
- 12:00 NOON **NEDCC EXPO ADJOURNS LUNCH ON OWN**