

Northeast Debt Collection Expo

CAESAR'S - ATLANTIC CITY - 2021

SEPTEMBER 12 - 14, 2021

CONNECTICUT DELAWARE DISTRICT OF COLUMBIA MAINE MASSACHUSETTS MARYLAND NEW HAMPSHIRE NEW JERSEY NEW YORK PENNSYLVANIA RHODE ISLAND VERMONT WEST VIRGINIA

Conference Agenda 2021

SUNDAY SEPTEMBER 12, 2021

1:00-4:00	NYSCA Board Meeting	MARS ROOM
2:00-4:00	MACA Board Meeting	NEPTUNE ROOM
1:00-4:00	NJACA Board Meeting	VENUS ROOM
3:00-4:00	NECA Board Meeting	JUPITER ROOM
1:00-6:00	Vendor Set-Up	PALLADIUM B
4:15-5:00	Women in Collections meeting	VENUS ROOM
5:00-5:45	Expo Registration	PALLADIUM B
5:30-6:00	<u>Meet & Greet-Speed Networking</u> Bring 16 business cards to meet 15 people in 15 minutes! The extra business card enters you in a drawing for \$200 in Caesars gaming chips, thanks to VoApps DirectDrop Voicemail!	PALLADIUM B
6:00-8:00	<u>Grand Opening and Cocktail Reception</u> <i>Sponsored by Interactions</i> <i>Jeff DiMatteo, President, New England Collectors Association</i>	PALLADIUM B

MONDAY SEPTEMBER 13, 2021

7:15-8:00	<u>Expo registration & Continental Breakfast</u> <i>Sponsored by NobelBiz</i>	PALLADIUM B
8:00-8:45	<u>Opening Remarks & ACA Membership Update</u> <i>Jacob Corlyon, President, New York State Collectors Association</i> <i>Mark Neeb, CEO, ACA International</i> <i>Sponsored by VoApps DirectDrop Voicemail</i>	
8:45-10:45	<u>Keynote Session</u> <i>Jones Loflin, Speaker/Trainer / Author, JonesLoflin.com</i> Jones is national speaker and Coach who helps businesses break through obstacles and achieve their goals. You will come away with new insights to elevate your business to the next level. <i>Sponsored by VoApps Applied Innovation</i>	PALLADIUM A
10:45-11:15	<u>Break</u> <i>Sponsored by Payment Savvy</i>	PALLADIUM B
11:15-12:30	<u>Cyber Security</u> <i>Justin Colantonio, CEO, Total Technology Resources</i> A hot topic for all businesses! Owner of an IT firm who keeps businesses safe with the latest updates in cyber security, Justin will educate us about the latest trends and get our head in the game to make sure we are covered in the vital areas. <i>Sponsored by WebRecon</i>	PALLADIUM A

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12:30-1:30	<p><u>Lunch</u> Sponsored by ezPay365</p>	PALLADIUM B
1:30-2:30	<p><u>Re-inspire Yourself!</u> Kelli Krueger, Director of Education, ACA International Inspiration is everywhere! At one point you've had it in your grasp, it felt real and palpable, but other times you just can't seem to find it no matter how hard you look. This session will give you some ideas and a few recommendations to not only help you re-inspire yourself, but continue that inspiration through this wonderful journey we call life.</p>	PALLADIUM A
2:30-3:00	<p><u>Break</u> Sponsored by Payment Savvy</p>	PALLADIUM B
3:00-3:45	<p><u>Vendor Insights and Solutions for the New Rule</u> Ranjan Dharmaraja, Technologist & CEO, Quantrax Corporation; Danny Cantrell, CEO & Founder, Solutions by Text Kirby Miller, Sr Sales Director, Interactions Today the buzz phrases in the ARM industry include Omni-channel communication and Multi-channel communication. It is evident operators in our space will leverage contemporary forms of communication as the new CFPB rules unfold. This session will consist of well-known industry vendors sharing their perspectives on these electronic communication trends, what firms have to do to prepare, and how their technology resources can help you manage in these changing times!</p>	PALLADIUM A
3:45-4:30	<p><u>CFPB: Options for implementing the New Rule</u> Rick Perr, Co-Managing Partner, Kaufman Dolowich & Voluck Monica Littman, Attorney, Kaufman Dolowich & Voluck Dennis Barton III, Owner and Managing Attorney, Barton Law Group John Bedard, Owner, Bedard Law Group The rules change takes place shortly and many programs have addressed the mandatory changes outlined by the CFPB, but from a practical perspective, how do you implement those changes?</p>	PALLADIUM A
4:45p-5:15p	NYS CA Annual Meeting	PALLADIUM A
5:00p-5:15p	MACA Meeting of the Membership	PALLADIUM B
6:30-8:00	<p><u>**THE RENOWNED NEDCE ACPAC BOTTLE AUCTION & RECEPTION!**</u> Sponsored by Renkim Enjoy the night with your industry colleagues and friends! Bring your best dressed bottle and generous spirit! Remember to bring your decorated bottle...Winner gets a prize! No expectations, just have fun!</p>	PALLADIUM B

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TUESDAY SEPTEMBER 14, 2021

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|-------------|---|-------------|
| 8:00-8:45 | <u>Continental breakfast</u>
<i>Sponsored by Quantrax</i> | PALLADIUM B |
| 8:45-9:45 | <u>ARM Industry Compliance Update</u>
<i>John Bedard, Owner, Bedard Law Group</i>
<i>Dennis Barton III, Owner and Managing Attorney, Barton Law Group</i>
Always a conference favorite and back by popular demand! Join industry defense attorney pros Dennis and John for a lively review of the top legal and regulatory issues facing the ARM industry. | PALLADIUM A |
| 9:45-10:45 | <u>Using Popping and Pausing</u>
<i>Kelli Krueger, Director of Education, ACA International</i>
Discover what makes a passive voice an assertive one; define the true secret to persuasion; see how to structure your message to ensure every word that matters is heard; experiment with the 'comma' to create more persuasive communication; design a communication model built for the listener; highlight how seen and unseen body language impacts negotiation results. | |
| 10:45-11:00 | <u>Break</u> | PALLADIUM B |
| 11:00-12:00 | <u>Best Practices Session</u>
<i>Harry Strausser III, President, Applied Innovation</i>
Join your fellow industry colleagues in this popular open forum. Bring your burning issues and questions and be prepared to share valuable insight, programs and solutions with your peers. This interactive session is always well worth the attendance! | PALLADIUM A |
| 12:00 | <u>NEDCC and Vendor Prize Drawings</u>
<i>You have to be present to win!</i> Vendors draw names for their drawings and the NEDCC planning committee awards some wonderful gift baskets as they draw business cards. | PALLADIUM A |



September 12-14, 2021
Caesar's
2100 Pacific Ave
Atlantic City NJ 08401

Join the New York, New England, New Jersey and Mid-Atlantic Units of ACA International in Atlantic City for a multi-unit, thirteen-state collection Expo!

Attendees will include ACA members located in Delaware – Maryland - New Jersey - New York - Pennsylvania - District of Columbia - Connecticut – Maine – New Hampshire – Massachusetts

ATTENDEE REGISTRATION FORM

YOU MAY ALSO REGISTER AND PAY ONLINE AT: <http://www.nyscollect.org/>

Please note deadlines for hotel reservations, and event registration. Complete a separate enrollment for each attendee. PLEASE PRINT CLEARLY!

Full Name _____ Title _____ Nickname for Badge _____ E-mail address for event confirmation _____

Company Name _____ Telephone _____ Fax _____

_____ City _____ State _____ Zip _____ Mailing Address _____

REGISTRATION RATES

	<u>By 6/30</u>	<u>After 6/30</u>	<u>Your ACA Membership Number:</u> _____
ACA AGENCY Member *	\$300	\$350	(Only required for Agency, Creditor or Retired rate)
Additional Professionals from same firm	\$200	\$250	
Additional Attendee of <u>Enrolled Exhibitor</u>	\$200	\$250	
Agency Non-Member	\$400	\$450	
Non-Member Attorney	\$350	\$400	

* Also includes Creditor, Attorney and Retired

0 Enclosed is my check in the amount of \$_____ payable to NEDCC EXPO. I understand that my hotel reservation is not included, and must be secured by me. Registration entitles me to: welcome reception, daily continental breakfast, coffee breaks, Monday lunch, Monday reception, and any meeting materials made available on-site.

0 Also register my spouse. I have enclosed **\$50** for his/her registration fee; includes welcome reception & cocktails. Name for badge: _____

Please complete all portions of this form, and return by the deadline above noted to take advantage of the early bird registration rate. Mail this form along with your check made payable to **NEDCC** to:

NEDCC
NYS COLLECTORS ASSN
PO Box 860, Hornell NY 14843

REGISTRATION QUESTIONS? Telephone **Kathy Kelly** by dialing **(607) 769-1535**. Registration fees will be forfeited with any cancellation after September 7, 2021. Cancellations prior to this date will receive a refund minus a \$25.00 processing fee (excludes exhibitors/vendor categories.)

HOTEL ROOMS: \$99 per night at Caesar's for the nights of Saturday 09/11/21 through Tuesday 09/14/21. **To make your reservation before the cut-off date of Friday, August 20, 2021**, telephone the Hotel's Reservations Department by dialing **888-516-2215**, and refer to group code **SC09ND1** to receive the conference rate. You may also reserve online at <https://book.passkey.com/go/SC09ND1>