



CAC CONNECT CONFERENCE

OCTOBER 5TH THROUGH OCTOBER 15TH — 2020

With all that has happened in 2020, CAC is here for you now more than ever. CAC will continue to provide a platform for its members to unite and better the collection industry in California. The Association is hosting its first-ever CAC Connect Conference, a virtual meeting Monday, October 5th through Thursday October 15th with different options for attending. CAC has a great line up of education and speakers.

Be sure to sign up today and get access for your entire company!

SCHEDULE

SESSION 1

Monday, October 5th at 10:00 AM OR 1:00 PM

Train your Brain for Consistency and Success!

Roger Weiss and Debra Ciskey, Collection Coach Training

When you make your favorite dish, you do it the same way every time, because you know what produces a delicious and fulfilling outcome. In this session, collectors will learn how to train their brain to use techniques to support their own growth and success.

Target Group: Front line Collectors

Price: \$59 for CAC Members, \$99 for Non-Members

SESSION 2

Tuesday, October 6th at 10:00 AM

How to Train Collectors to Avoid the Compliance Minefield

Amanda Griffith, Berman Berman Berman Schneider & Lowary, LLP

The frontlines of collections are where the battles are almost always won or lost. Far too often, lawsuits from debtors are based on alleged actions of the collectors rather than a company wide policy as a whole. This interactive webinar focuses on the recurring pitfalls that collectors often see and which can cause trouble when they go unrecognized or become complacent. Such pitfalls and discussion include call baiting, verification of debts, overshadowing and, bankruptcy filings.

Target Group: Management

Price: \$59 for CAC Members, \$99 for Non-Members

BUNDLE & SAVE

Get all sessions for one low price!

Members: **\$200**

Non-members: **\$350**

SESSION 3

Thursday, October 8th at 10:00 AM

The FCRA from Permissible Purposes to Reasonable Investigations – How to comply and Avoid the Consumer Litigation Traps and Answers to All of your Questions.

Shawn Suhr, Continental Credit Control & David Kaminski, Carlson & Messer LLP

Among the major laws regulating the credit and collection industry, the Fair Credit Reporting Act is the one where the number of lawsuits is consistently increasing. Permissible purposes and reasonable investigations are constant litigation traps. Companies are defending themselves against more FCRA lawsuits than ever before. In this session, your panel will share some of the most common litigation pitfalls associated with the FCRA and how to avoid them to keep the consumer attorneys away.

Target Group: Owner

Price: \$59 for CAC Members, \$99 for Non-Members

SESSION 4

Thursday, October 8th at 1:00 PM

What HR Issues to Handle First during COVID-19

Jamie Bossuat, Kroloff, Belcher, Smart, Perry & Christopherson

The COVID-19 pandemic has made significant changes to how employers must function in California. This presentation will cover some of the areas of highest liability exposure including how to handle a COVID-19 exposure in your workplace, COVID-19 safety precautions, and COVID-19 leaves of absence.

Target Group: Owner

Price: \$59 for CAC Members, \$99 for Non-Members

NETWORKING ROUNDTABLES

Thursday, October 8th at 2:00 PM

Select One:

- Compliance Issues
- Collection Tactics
- Debtor Communication/FDCPA Issues
- Litigation Update/Predatory Lawsuits
- Regulatory Panel - CFPB/FTC/FCC/AGs
- Collectors - Training, Motivation, Compensation
- COVID-19 - going forward/liability issues
- WFH - lessons learned/plusses & minuses
- TCPA Issues - robo calls/call blocking/etc
- FCRA Issues - disputes, CROs, E-Oscar, CDIA

Target Group: All Groups

Price: Included with any registration

SESSION 5

Monday, October 12th at 10:00 AM OR 1:00 PM

Using Neuro Linguistic Programming and Learning Styles Negotiations

Kelli Krueger, ACA International

Since communication starts with our thoughts and perceptions, it's useful to understand them. We use words, Tonality, and our body language to convey them to another person. The ways we take in, store, and code information in our minds (seeing, hearing, feeling, tasting, smelling) are reflective in our everyday language.

We use our The Primary 'Senses' (Visual, Auditory, Kinesthetic) not only as a learning style but as a communication style. Because of this you naturally use it as a way to build rapport with the person we are communicating/negotiating with. This session will help you do it strategically vs. unconsciously.

Learning how to detect another person's 'primary sense' is key to building rapport with that person. Since their sensory preferences can be heard in their language, you will have valuable information on how to package your communication back to them to have the most persuasive impact on how they think.

Target Group: Front line collectors

Price: \$59 for CAC Members, \$99 for Non-Members

SESSION 6

Tuesday, October 13th at 10:00 AM

Remote RPC: Retention, Performance, and Compliance - how to achieve the Big 3 via remote training

Roger Weiss & Debra Ciskey, The Collections Coach

As we pivot to a dispersed, remote workforce, we have to find new ways to provide comprehensive, engaging training. This session will show attendees how to implement remote, sole-learner training that provides similar or better outcomes than classroom-based training.

Target Group: Management

Price: \$59 for CAC Members, \$99 for Non-Members

SESSION 7

Thursday, October 15th at 10:00 AM

CAC Legislative Presentation Tom Griffin, CAC General Counsel

Cindy Yaklin, CAC Legislative Chair & Cliff Berg, CAC Legislative Advocate

This session will cover how a bill becomes a law in California and CAC's current work at the capitol on your behalf.

Target Group: Owners

Price: \$59 for CAC Members, \$99 for Non-Members

MEMBERS MEETING

Thursday, October 15th at 1:30 PM

Target Group: All Members

Price: Included with any registration



Register online at www.calcollectors.net

SPONSORSHIP OPPORTUNITIES

The CAC community is supporting its members, now more than ever. And while we will not have a live or in person meeting, we hope you will want to Connect and get in front of the CAC membership.

SESSION SPONSORS: \$1,000

6 AVAILABLE

Make sure to get your face in front of the CAC audience and sign up to introduce speakers, present a commercial and gain the registration list.

Package includes:

- Logo banner during virtual event - sponsorship recognition
- Introduce session presenter
- One 2-minute commercial played during a session
- Ability to provide a fact sheet to virtual conference attendees prior to the event
- One email blast to members prior to conference
- Registration list: opt-in postal mailing list

NETWORKING SPONSOR: \$500

Lead a small roundtable discussion with CAC members on pre-selected topics. Help facilitate the conversation and make new contacts.

Select One:

- Compliance issues
- Collection tactics
- Debtor communication/FDCPA issues
- Litigation update/predatory lawsuits
- Regulatory panel - CFPB/FTC/FCC/AGs
- Collectors - training, motivation, compensation
- COVID-19 - going forward/liability issues
- WFH - lessons learned/plusses & minuses
- TCPA issues - robo calls/call blocking/etc
- FCRA issues - disputes, CROs, E-Oscar, CDIA

Contact Natalie Perry, CAC Event Manager at nperry@amgroup.us or 209-623-9662 for more information.



Register online at www.calcollectors.net