



Agenda

Tuesday, May 3

2:00-6:00 p.m. - Registration Desk Open – Sponsored by InvestiNet, LLC

5th Avenue Prefunction - Level 2

2:00-4:00 p.m. - NCBA Board Meeting

Cumberland 3-4 - Level 3

4:30-5:30 p.m. - Benchmarking Survey Results Roundtable

By invitation only.

Cumberland 3-4 - Level 3

5:30-6:30 p.m. - Cocktail Reception Welcoming NCBA President, Steve Markoff

All registered conference attendees are invited. Please RSVP to conferences@creditorsbar.org if you plan on joining.

Bass - Level 4

*This information is subject to change. All times listed are in central time.

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

Wednesday, May 4

8:00 a.m. - Golf Scramble – Sponsored by TRAKAmerica

8:00 a.m.-6:00 p.m. - Registration Desk Open – Sponsored by InvestiNet, LLC

5th Avenue Prefunction - Level 2

8:00 a.m.-12:00 p.m. - Espresso Bar – Sponsored by Barron & Newburger, P.C.

5th Avenue Prefunction - Level 2

9:00 a.m.-5:00 p.m. - Client Individual Meetings

By invitation only.

9:00 a.m.-12:00 p.m. - Exhibitor Setup

Broadway E-K - Level 2

12:00-6:30 p.m. - Exhibit Hall Open

Broadway E-K - Level 2

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

12:00-1:15 p.m. - Lunch in Exhibit Hall – Sponsored by Andreu, Palma, Lavin & Solis, PLLC

Broadway E-K - Level 2

12:00-5:00 p.m. - Open Client Meeting – LegalStream

LegalStream is looking for multi-state law firms across the country with a large interest in Hawaii, Montana, South Dakota, Utah, and Wyoming coverage. Stop in to find out more.

Legends G - Level 2

1:15-2:15 p.m. - Debt Collection, Foreclosures, Regulations and the Pandemic

Mortgage delinquency rates were minimal – until the pandemic hit. Now, financial institutions, attorneys, and debt buyers need to be ready with policies, procedures, and knowledgeable staff to address loan delinquencies, mortgage and lease deficiencies, collection efforts, and foreclosures. This session will address numerous compliance laws and regulations that impact collection and foreclosure processes, including Regulation F, Regulation X, Regulation Z, Fair Debt Collection Practices Act, and the Protecting Tenants at Foreclosure Act. Since collections are often the lead category of consumer complaints received by the CFPB, this is an ideal opportunity to review the applicable rules, ensure your procedures are compliant, and encourage use of best practices.

CLE is pending for this session.

Speakers: Michael Klutho, Bassford Remele; Randall Miller, ALFN; Scott Morris, Tromberg, Morris & Poulin PLLC.; Brit Suttell, Barron & Newburger, PC

Broadway A-D - Enter through Exhibit Hall - Level 2

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

2:25-3:25 p.m. - Cyber Security & Creditors Rights Law Firms

With every high-profile data breach reported in the media, you wonder about the integrity of your own security measures. Your reputation, as well as the reputation of your firm rests in part on your firm's ability to protect highly confidential information. Creditor rights law firms have added security considerations and enhanced risk exposure that must be made part of any robust cybersecurity program.

During this one hour legal education session you will learn from expert panelists how to best maintain and protect your clients' and your firm's data. From malware, third-party vendor attacks, to standard of care, potential impacts and insurance considerations, this subject matter is a critical piece of modern law firm management and attorney responsibility.

CLE is pending for this session.

Speakers: Joshua Harr, Rapid7; Jonathan Pompan, Venable LLP; Nathan Willner, National Creditors Bar Association

Moderator: Xenia Murphy, Midland Credit Management

Broadway A-D - Enter through Exhibit Hall - Level 2

3:25-3:45 p.m. - Break in Exhibit Hall – Sponsored by Andreu, Palma, Lavin & Solis, PLLC

Broadway E-K - Level 2

3:45-5:00 p.m. - Opening General Session — Integrating Culture and DEI: Understanding Inclusion and Creating an Internal Eco-System of Support

Join us for the official opening of the conference! The program will start with a welcome and update from NCBA President, Steve Markoff, and NCBA Executive Director, Liz Terry. Following the NCBA update, a dynamic panel of experts will discuss strategies to increase diversity, equity, and inclusion in your organization.

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

A diverse team starts with inclusion and creating an internal pipeline to facilitate and guide career paths to all levels throughout your firm. Not only are our clients asking for this, but an inclusive workforce drives efficiencies, retention rates, and the bottom-line. Hear from our panel of experts, whose DE&I program stages range from just getting started to measuring year-over-year progress. We will talk about where and how to start, what tactics and strategies have worked, and what hasn't. No one has all the answers and figuring out where to begin can be daunting. You will leave this session with practical and approachable ideas to kickstart your DEI efforts in your firm.

Opening Remarks: Steve Markoff, Markoff Law LLC; Liz Terry, National Creditors Bar Association

Speakers: Eddie Alford, Diversity and Inclusion Officer, Pinnacle Financial Partners; Ashley Bond, Diversity & Inclusion Lead, Caterpillar Financial Services; Dawn N. Stone, Director of Community Engagement and Equity, Center for Nonprofit Management

Moderator: Tom Canary, Keith D. Weiner & Associates Co., L.P.A.

Broadway A-D - Enter through Exhibit Hall - Level 2

5:00-6:30 p.m. - Defense Bar Reception in Exhibit Hall

Sponsored by:

[Barron & Newburger, P.C.](#)
[Bassford Remele, P.A.](#)
[Bedard Law Group, P.C.](#)
[Gordon Rees Scully Mansukhani](#)

[Messer Strickler Burnette](#)
[Simmonds & Narita LLP](#)
[The Law Offices of Ronald S. Canter, LLC](#)
[Tobin & Marohn](#)

Broadway E-K - Level 2

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

Thursday, May 5

7:45 a.m.-6:00 p.m. - Registration Desk Open – Sponsored by InvestiNet, LLC

5th Avenue Prefunction - Level 2

7:45 a.m.-6:30 p.m. - Exhibit Hall Open

Broadway E-K - Level 2

7:45-9:00 a.m. - Breakfast in Exhibit Hall

Broadway E-K - Level 2

7:45-9:00 a.m. - SCBA Forum Breakfast Meeting

Legends G - Level 2

8:00 a.m.-12:00 p.m. - Espresso Bar – Sponsored by Barron & Newburger, P.C.

Broadway E-K - Level 2

8:30-9:00 a.m. - Client Group Meeting – Forward Financing, LLC & Mavrides, Moyal, Packman & Sadkin, LLP

By invitation only.

Legends E-F - Level 2

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

9:00 a.m.-5:00 p.m. - Open Client Meeting – LegalStream

LegalStream is looking for multi-state law firms across the country with a large interest in Hawaii, Montana, South Dakota, Utah, and Wyoming coverage. Stop in to find out more.

Legends A - Level 2

9:00 a.m.-5:00 p.m. - Client Individual Meetings

By invitation only.

9:00-9:30 a.m. - Open Client Group Meeting – LCS Financial Services

LCS Financial Services is seeking attorneys in HI, AK, RI, ME, DE, TX, NC, SC, and CO.

Legends D - Level 2

9:00-10:00 a.m. - Demystifying the Fintech Litigation Roadmap

Breaking down Fintech Lending and discussing the variety of online personal loan options available to consumers today. This session will discuss the genesis, transition, and growth of the Fintech loan market and how these loans differ from more familiar asset classes. You'll learn how you fit into the Fintech cycle and critical factors to prepare you to purchase or collect these loans while avoiding potential landmines.

CLE is pending for this session.

Speakers: Laura Jensen, Absolute Resolutions Corp; Rebekah Luebcke, Crown Asset Management; Barb Nilsen, Blitt and Gaines, P.C.

Broadway A-D - Enter through Exhibit Hall - Level 2

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

9:45-10:15 a.m. - Open Client Group Meeting – AACANet, Inc.

AACANet is looking for attorneys working all asset classes in all jurisdictions.

Legends E-F - Level 2

10:00-11:30 a.m. - Mid-Morning Refreshments – Sponsored by KnovaOne

Broadway E-K - Level 2

10:05-10:35 a.m. - Open Client Group Meeting – Law Offices of Goldberg & Oriel

The Law Offices of Goldberg & Oriel are looking for attorneys who can handle contingency matters for student loan and second mortgage deficiencies as well as hourly attorneys to handle foreclosure matters in all jurisdictions.

Legends C - Level 2

10:10-11:10 a.m. - Working Backwards From Your Trial Date: Developing Effective Strategies for Managing and Defending Counterclaims

With the significant increase in adverse litigation filed against NCBA members and their clients in state courts, more NCBA attorneys are devoting substantial time to managing and defending consumer counterclaims. How can NCBA firms develop effective processes for managing this influx of adverse state court litigation? In this session, experienced FDCPA defense attorneys will set out a framework for effectively managing clients, opposing counsel

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

and court requirements when dealing with adverse litigation at the trial court level. Attend this session and be prepared to learn and share your best practices.

CLE is pending for this session.

Speakers: Zachary D. Miller, Burr & Forman LLP; Tomio B. Narita, Simmonds & Narita LLP

Broadway A-D - Enter through Exhibit Hall - Level 2

10:30-11:00 a.m. - Client Group Meeting – TRAKAmerica

By invitation only.

Legends D - Level 2

11:15 a.m.-12:15 p.m. - Client Group Meeting – Discover Financial Services

By invitation only.

Legends E-F - Level 2

11:20 a.m.-12:20 p.m. - Stop, Drop & Roll: Preparing for New Regulatory Scrutiny

The CFPB, FTC and numerous state regulators have made it clear that they have big plans when it comes to debt collection and debt collection litigation. Join Joann Needleman and Manny Newburger as they navigate the ethical and operational challenges in light of these regulatory priorities for the coming year including, but not limited to, compliance with Regulation F, fair lending in collections, substantiation of the debt prior to filing suit and consumer dispute response. In addition to providing useful guidance to assist you in preparing for this intense scrutiny, the panel will also suggest useful strategies in the event of examination and investigation, including the ethical implications of exam confidentiality and attorney-client privilege.

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

CLE is pending for this session.

Speakers: Joann Needleman, Clark Hill PLC; Manny Newburger, Barron & Newburger, P.C.

Broadway A-D - Enter through Exhibit Hall - Level 2

12:20-1:20 p.m. - Lunch in Exhibit Hall

Broadway E-K - Level 2

12:20-1:20 p.m. - Defense Bar Lunch

Legends G - Level 2

1:20-1:50 p.m. - Open Client Group Meeting – SCJ Commercial Financial Services/American Finance, LLC

SCJ Commercial Financial Services is looking for experienced commercial collection attorneys in many jurisdictions and consumer collection attorneys in Virginia, West Virginia, Pennsylvania, and possibly also New Jersey.

Legends C - Level 2

1:20-1:50 p.m. - Client Group Meeting – ARSI

By invitation only.

Legends E-F - Level 2

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

1:30-2:30 p.m. - Do You Want to Be an Ally?

A candid conversation about Diversity, Equity and Inclusion. This panel will discuss ways to increase your law firm's inclusive policies and meet the ever-growing demand from clients for a more diverse and inclusive workforce. This session will also discuss how to be an ally that impactfully drives equal growth opportunities within your legal team and what workforce equity within your law firm should look like.

CLE is pending for this session.

Speakers: Michele Bendekovic, Director of Diversity & Inclusion, Bass, Berry & Sims; Brian Raison, JP Morgan Chase Bank; and Brit Suttell, Barron & Newburger, PC

Broadway A-D - Enter through Exhibit Hall - Level 2

1:55-2:55 p.m. - Client Group Meeting – Midland Credit Management

By invitation only.

Legends D - Level 2

2:30-4:00 p.m. - Break in Exhibit Hall – Sponsored by KnovaOne

Broadway E-K - Level 2

3:00-4:00 p.m. - Client Group Meeting – JP Morgan Chase Bank

By invitation only.

Legends E-F - Level 2

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

4:00-5:00 p.m. - Topping the Charts: Recent Decisions on All the Top Playlists for Collection Professionals

This session will provide you with chart topping, recent decisions on all the charts, exploring recent decisions as they hit the FDCPA, FCRA, and TCPA charts. Has there been a chart topping Hunstein decision and was it a one-hit wonder? How about the new Reg F musical sounds? Is that new sound making it to the charts yet? Are there chart topping hits by favorite artists on the FDCPA chart or the TCPA chart? Learn all the hits at this moving and grooving and popping session.

CLE is pending for this session.

Speakers: Amy Mertz Brown, Gurstel Law Firm P.C.; Eileen Bitterman, Weltman, Weinberg & Reis Co., LPA; June Coleman, Messer Strickler Burnette Ltd.

Broadway A-D - Enter through Exhibit Hall - Level 2

4:05-4:35 p.m. - Client Group Meeting – Bank of America

By invitation only.

Legends D - Level 2

5:00-6:30 p.m. - Reception in Exhibit Hall – Sponsored by Equifax

Broadway E-K - Level 2

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

Friday, May 6

7:45 a.m.-12:00 p.m. - Registration Desk Open – Sponsored by InvestiNet, LLC

5th Avenue Prefunction - Level 2

7:45-11:45 a.m. - Exhibit Hall Open

Broadway E-K - Level 2

7:45-8:30 a.m. - Breakfast in Exhibit Hall

Broadway E-K - Level 2

8:00 a.m.-12:00 p.m. - Espresso Bar – Sponsored by Barron & Newburger, P.C.

Broadway E-K - Level 2

8:30-9:30 a.m. - The 11th Commandment: Thou Shalt Move to Compel Arbitration

Motions to compel arbitration are classics; they never go out of style and in these times of want, woe and Hunstein they are proving their value when used successfully. The panelists will provide a refresher on the use of arbitration clauses; explore recent Supreme Court and Circuit-level jurisprudence; examine efforts to circumvent arbitration; discuss the pros and cons of arbitration; and discuss some of the more nuanced issues arising when seeking to compel arbitration, including who decides which issues, the judge or the arbitrator. They will

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

also address common challenges encountered in establishing threshold issues when moving to compel.

CLE is pending for this session.

Speakers: Caren Enloe, Smith Debnam; Alan Leeth, Burr & Forman LLP; Jeffrey Topor, Simmonds & Narita LLP

Broadway A-D - Enter through Exhibit Hall - Level 2

9:40-10:40 a.m. - The Rules of Engagement: Ensuring Your Engagement Agreement is Effective, Equitable, and Ethical (Ethics Session)

Engagement agreements are not just about memorializing fees and expenses. A well-constructed written engagement letter manages expectations and sets the stage for ethical representation. This session will not only remind you of the basics but also provide helpful additions to aid in ever creditors' rights lawyer's practice. Defense litigator Nicole Strickler and Director of Consumer Assistance for the Board of Professional Responsibility, Beverly Sharpe, Esq., will provide an audience engaging session covering best practices, ethical musts, and even common pitfalls.

CLE is pending for this session.

Speakers: Beverly Sharpe, Counsel-Director, Consumer Assistance Program Board of Professional Responsibility of the Supreme Court of Tennessee; Nicole Strickler, Messer Strickler Burnette Ltd.

Broadway A-D - Enter through Exhibit Hall - Level 2

10:45-11:45 a.m. - Debt and the Pandemic

How to Settle Collection Cases During a Pandemic. With COVID decimating jobs and businesses, there's been an upsurge in delinquent accounts receivables and debt settlement company involvement. While payments for debtors have been difficult, creditor's clients are losing revenue through uncollectible debt. But through creative negotiations and

NCBA 2022 Spring Conference

May 4-6 | Nashville, TN

Agenda

appropriate handling of communications with debt settlement companies, collection professionals can try and maximize collections during these difficult times with the right mix of empathy, assessment and long term planning.

CLE is pending for this session.

Speakers: Michael Corwin, Patenaude & Felix, APC; Michele Gagnon, Lyons, Doughty, and Veldhuis, P.C.; J. Bart Lloyd, Nathan & Nathan, PC

Broadway A-D - Enter through Exhibit Hall - Level 2
