

STANDARDS BOARD CERTIFICATION

COMMERCIAL  
COLLECTION  
AGENCIES *of*  
AMERICA

# Semi-Annual Conference

APRIL 15-17, 2024

CELEBRATING OUR

**10**  
YEAR ANNIVERSARY

Celebrating the 10th Anniversary of  
Commercial Collection Agencies  
of America!

An organization that benefits its members and  
their clients and upholds professionalism in the  
credit and collection community

## YOUR REGISTRATION FEE INCLUDES:

- Monday, Tuesday & Wednesday  
Deluxe Breakfasts
- Monday & Tuesday Group Lunches
- Triadic Event
- Education Sessions
- Networking Sessions
- Refreshment Breaks throughout  
conference
- Unlimited Networking Opportunities

**Early Bird** registration  
rate available until  
**February 29, 2024**

## Attorneys!

We are offering 8 Hours  
of CLEs in your states

## Agencies!

Fulfill your TOTAL annual CEU  
requirement at this conference!



## CONFERENCE SCHEDULE

### Monday, April 15, 2024

Deluxe Breakfast	8:00 - 9:00 am
Open Forum	9:00 - 10:00 am
Navigating the Generational Alphabet	10:00 - 10:45 am
Networking Break	10:45 - 11:00 am
What Does State Regulation Look Like Now?	11:00 am - noon
Lunch and Learn: Stepping Into the Chaos	noon - 1:15 pm
Triadic Sip and Dip!	1:30 - 4:30 pm

### Tuesday, April 16, 2024

Deluxe Breakfast	8:00 - 9:00 am
Serving the Credit Industry: Top 5 Deliverables According to Grantors	9:00 - 10:00 am
To Sue Or Not to Sue: That is the Question!	10:00 - 10:45 am
Networking Break	10:45 - 11:00 am
Creative Judgment Execution	11:00 am - noon
Lunch and Learn: Update on Electronic Payments	noon - 1:15 pm
Optional Activities	2:00 - 4:00 pm

### Wednesday, April 17, 2024

Deluxe Breakfast	8:00 - 9:00 am
Hidden Questions - Open Answers	9:00 - 10:30 am
Networking Break	10:30 - 10:45 am
Closing Forum	10:45 am - noon
Optional Activities	1:00 - 4:00pm

## EDUCATION SESSIONS

### Monday, April 15, 2024

#### OPEN FORUM

A kickstart to our conference—a session where new trends are introduced, latest collection industry developments are explored, and common professional challenges are tackled. Don't miss this high energy, interactive hour which is designed to improve your operational strategies. Have a topic to suggest? Need assistance in a certain area? Submit to:

[awaggoner@commercialcollectionagenciesofamerica.com](mailto:awaggoner@commercialcollectionagenciesofamerica.com)

*Moderator: Pete Roth, CST Company*

#### NAVIGATING THE GENERATIONAL ALPHABET:

##### How Are Your Workforce And Clients Affected?

Gen X, Y, Z, The Silent Generation, Millennial, Generation Alpha, or Baby Boomer? A new and unique twist on looking at how different generations navigate in business, with particular emphasis on the collection industry. First, we will define and offer traits of each generation. Then, we will examine three different scenarios and how each generation approaches and best solves issues. An uber useful session for those who employ or work with different generations or who serve different generations of clients. Join us for a refreshing look into the generational alphabet.

*Panelists: River Gaba, Rudy Gaba, Tom Claybaugh, Bill Peterson and Fred Wasserspring*

#### WHAT DOES STATE REGULATION LOOK LIKE NOW?

On the top of every operation officer's mind: Compliance! Navigating the numerous state statutes, juggling renewals and keeping abreast of changes in laws is paramount to our industry. This session will offer a reading on pending legislation, reveal the top 5 violations in each state and learn how to avoid them. We will also learn about the examination processes in Nevada, as well as enforcement proceedings in various states.

*Round Table Speakers:*

*Bradley Chapman, Wyoming Collection Agency Board, Attitude Collections LLC*

*Tammy Seto, Asst. Dir., Financial Enterprises Div., Arizona Dept of Ins and Financial Institutions*

*Elizabeth Parsons, North Carolina Department of Insurance*

*Terri Goins, Licensing Consultant*

## EDUCATION SESSIONS

### LUNCH AND LEARN: STEPPING INTO THE CHAOS

This session will look at a variety of theories raised by pro se debtors, many of which circulate the internet, Tik-Tok, and Instagram. In addition to walking through the theories, Manny Newburger will provide suggestions on ways to respond or deal with the chaos.

*Speaker: Manuel H. Newburger, Barron & Newburger, PC*



***Tuesday, April 16, 2024***

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### SERVING THE CREDIT INDUSTRY: TOP 5 DELIVERABLES ACCORDING TO GRANTORS

CCA of A conferences are the ONLY place you will hear from the directors of credit of Fortune 1500 companies! Our Platinum Partnership with the Credit Research Foundation allows us to welcome practitioners who will share the critical attributes of their chosen collection source, as well as what keeps them up at night regarding their current source. Learn what makes a third-party shine in their eyes? How does your firm get chosen? Don't miss this insightful session!

*Panelists: Tracy Rosenbach, Silgan Containers; Brandon King, Gateway (Bobcat) and S. Curtis Marshall, Coca-Cola*

### TO SUE OR NOT TO SUE: THAT IS THE QUESTION!

From sea to shining sea – what jurisdictions are the best to litigate in? What are the most restrictive? What type of service is allowed? How do you address thresholds with your clients? When do the costs outweigh the recovery? The information garnered in this session will assist you and your clients in making the important decisions regarding litigation. A resource document showing what type of service is allowed in each state will be your takeaway.

*Panelists: Lee Mendelson, Gaba Law and John Ricciardi, Taroff & Taitz. Moderator: Patrick Kilburn, Lloyd & McDaniel*

### CREATIVE JUDGMENT EXECUTION

A till tap in California or wage garnishments in Pennsylvania? What is prohibited? Can you garnish Venmo or Green Dot? Which state has the most progressive post-judgment remedies? In what areas is post-judgment execution limited? What happens when a business is operating from a residential address? An informative and lively dialogue with our affiliate attorney network is planned! An extra bonus: A resource document will be your takeaway!

*Panelists: Patrick Kilburn, Lloyd & McDaniel, Vivian Uchitel, Simpson Uchitel, and Peter Helt, Baylinson, Kudysch*

### LUNCH AND LEARN: UPDATE ON ELECTRONIC PAYMENTS

What defines and differentiates payment systems? A comparison of traditional US payment systems, explanation of the nuances of instant payment system features and functions, as well as other payment types/products such as Venmo and Apple Pay will be offered. Finally, a comprehensive comparison of Faster Payment Options, as well as Same Day ACH will be explained.

*Speaker: Kevin Gaffer, ezPay 365*

***Wednesday, April 17, 2024***

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### HIDDEN QUESTIONS - OPEN ANSWERS

Back by Popular Demand! This wildly successful roundtable networking/education hybrid session offers participants an opportunity to ask questions they would never ask in public yet are on everyone's minds! The result: an interesting exchange between the arms of the triad!

*Panelists: Education Committee: Janet Burress, Julie Haysley, Patrick Kilburn, Rox Ciszewski, Tom Akouris, Ed Burton, Marissa Thomas and LeeAnn Sterling*

### CLOSING FORUM

A time to bring everything we learned back for one final look and analysis! In the Closing Forum, additional topics suggested during the conference are discussed and you will walk away with actionable insights to improve your collection operations!

Say farewell to Vegas and look forward to the Annual Conference in Delray as we meet Wednesday morning - always a productive and interactive session.... always with an interesting icebreaker!

*Moderator: Humberto Matz, CCA of A President*

## OPTIONAL NETWORKING ACTIVITIES

### *The Sphere Experience*

An Out-of-this-World Afternoon

*Sunday, April 14, 2024 4:30 - 6:30 pm*



The afternoon will start with Aura, our real-life humanoid robot, who will take us on a tour into the future of technology. The Experience will continue with a specially commissioned film, **Postcard From Earth**, which takes advantage of all Sphere's experiential technologies to make you feel like you're anywhere but Las Vegas.

*\$125 per person*

### *Meeting The Madame?*

**Madame Tussaud's Interactive Wax Museum**

*Wednesday, April 17, 2024 3:00 - 4:00 pm*



CCA of A is ready to mix with mega-stars and get face-to-face with the world's greatest and famous Madame Tussaud's!

Party with your colleagues along side your favorite A-listers, including Beyonce, MARVEL's greatest Superheroes, along with iconic Las Vegas legends.

*\$45 per person*

### *Gondolas and Gelato*

**Authentic Gondola Rides with a Sweet Treat!**

*Wednesday April 17, 2024 1:00 - 2:30pm*



Float with your colleagues beneath bridges, beside cafes, under balconies, all while coasting down the Grand Canal of our beautiful resort!

A singing gondolier pilots every gondola with a live serenade...maybe our members will sing along!

After docking, continue the experience with a visit to St. Mark's Square to witness the artistry of the Venetians of the Renaissance era.

See the replicas of the most remarkable and noteworthy sights of Venice – the Bridge of Sighs, the Campanile Tower, the Rialto Bridge, the Doge's Palace, and many others while you shop and refresh with delicious gelato!

*\$50 per person. Transportation :) included.*

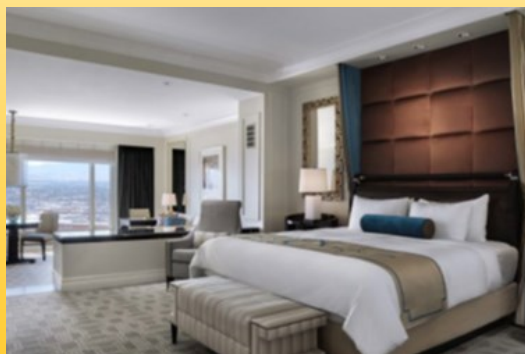
## HOTEL

Our venue, The Venetian Resort Las Vegas, is giving us the following preferred rates for a Luxury King Suite: Sunday 4/14 \$229; Monday 4/15 \$239; Tuesday 4/16 \$209; Wednesday 4/17 \$199.

To book, email

[awaggoner@commercialcollectionagenciesofamerica.com](mailto:awaggoner@commercialcollectionagenciesofamerica.com) with your name, firm name, address, and arrival and departure dates.

Dates outside of the conference date will be at a higher rate and based on availability.





You are cordially invited to join all arms of the Triad-agencies, attorneys & law list publishers-to

## ***CCA of A's Triadic Sip and Dip!***

Monday, April 15, 2024 1:30 - 4:30pm

***Make a Splash in Your Networking!***

After attending the first day  
of education,  
dip your toes  
into the  
networking pool!!



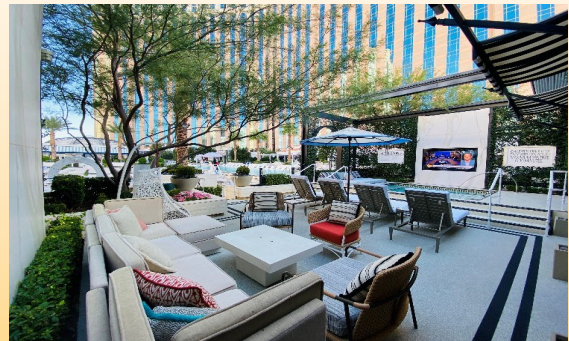
It's time to relax & experience a  
sun-drenched networking experience!

**Join your colleagues at The Venetian's oasis in the sun  
reserved just for CCA of A conference attendees!**

Our private poolside cabanas provide the  
perfect backdrop to visit with old friends and  
meet new business partners!

Spend time in or out of the water....  
either way, it will be an unforgettable time!

Food and beverages included!



**Market your firm by sponsoring this one-of-a-kind event!**

**[Click Here to Sponsor](#)**

# REGISTRATION FORM



First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

Title: \_\_\_\_\_

Name on Badge \_\_\_\_\_

Company \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

\_\_\_\_ Bill to Card type: \_\_\_\_\_ Name on Card \_\_\_\_\_

Card # \_\_\_\_\_ Exp date: \_\_\_\_\_ Code \_\_\_\_\_

Billing address: \_\_\_\_\_ City: \_\_\_\_\_ ST: \_\_\_\_\_ ZIP: \_\_\_\_\_

**Please list state(s) in which you seek CLEs:**

- Your Registration Fee Includes:**
- Monday, Tuesday & Wednesday Deluxe Breakfasts
  - Monday & Tuesday Group Lunches
  - Triadic Event & Networking Sessions
  - Education Sessions
  - Hospitality & Refreshment Breaks
  - Unlimited Networking Opportunities

**Cancellation Policy**

Full refunds will be given if notification is submitted in writing prior to March 11, 2024. Cancellation notices received between March 12 and March 30, 2024 will receive a 50% refund. Cancellation notices received on or after March 30, 2024 will unfortunately not receive a refund.

**Hotel - The Venetian Resort Las Vegas**

See page 3 for rate details. To book, [email Annette Waggoner](#) with your name, firm name, address, and arrival and departure dates.

Dates outside of the conference date will be at a higher rate and based on availability.

**Special Requests**

Accessibility: \_\_\_\_\_

\_\_\_\_\_

Dietary Requirements: \_\_\_\_\_

\_\_\_\_\_

**Payment**

Visit [commercialcollectionagenciesofamerica.com](http://commercialcollectionagenciesofamerica.com) and click on "Events" to register online with your credit card.

OR complete the form above and mail with your check to: Commercial Collection Agencies of America, PO Box 1695, Arlington Heights, IL 60006

**Conference Fees**

Members (until 2/29/24) \_\_\_\_\_ @ 770.00 = \_\_\_\_\_

(after 2/29/24)) \_\_\_\_\_ @ 820.00 = \_\_\_\_\_

Social guests or additional firm members: \_\_\_\_\_ @ 595.00 = \_\_\_\_\_

Guest Name: \_\_\_\_\_

Guest Name: \_\_\_\_\_

Non-members: \_\_\_\_\_ @ 1,095.00 = \_\_\_\_\_

**Optional Activities**

The Sphere Experience \_\_\_\_\_ @ 125.00 = \_\_\_\_\_

Gondolas and Gelato \_\_\_\_\_ @ 50.00 = \_\_\_\_\_

Madame Tussaud's Interactive Wax Museum \_\_\_\_\_ @ 45.00 = \_\_\_\_\_

**Processing Fee**

(applies to check and credit card payments) **25.00**

**Total \$** \_\_\_\_\_