

TENTATIVE AGENDA

STUDENT LOANS & RECEIVABLES COLLECTION CONFERENCE

SUNDAY

6:00 – 7:00 p.m. Early Registration and Welcoming Reception

MONDAY

6:30 – 8:45 a.m. Breakfast Buffet

8:45 – 9:00 a.m. Welcome and Opening Remarks

9:00 – 10:00 a.m. Have You Walked In My Shoes?

10:15 – 11:45 a.m. Department of Education Update

11:45 – 12:45 p.m. Luncheon

1:00 – 2:15 p.m. Break-out Sessions

- Perkins Collections
- Collection Techniques – Confrontation without Conflict
- All About Auditors!

2:15 – 2:30 p.m. Break

2:30 – 3:45 p.m. Break-out Sessions

- Collection Techniques – Overcoming Stalls and Objections
- What's New with CBB? - Update on HHS Campus Based Branch (CBB) Loan Programs and Scholarships of Disadvantaged Students Program
- Dealing With Difficult Customers (Students)

4:00 – 5:00 p.m. Billing Servicers Update

- ACS
- Campus Partners
- ECSI
- UAS

Evening Dinner on your own

TUESDAY

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| 6:30 – 8:45 a.m. | Breakfast Buffet |
| 8:45 – 10:00 a.m. | Economic Realities In and Out of Higher Education |
| 10:10 – 11:15 noon | Reducing In-School Delinquency Through Outreach |
| 11:15 – 11:45 p.m. | Best Ideas/Williams & Fudge Update |
| 11:45 – 12:45 p.m. | Luncheon |
| 1:00 – 1:50 p.m. | Break-out Sessions <ul style="list-style-type: none">• Negotiations• The Collection Process – From A School’s Perspective• Social Media – Connecting With the Millennials |
| 2:00 – 2:50 p.m. | Break-out Sessions <ul style="list-style-type: none">• Generations in the Workplace• Alternative Loans• Legal and Regulations Q&A |
| 2:50 – 3:10 p.m. | Break |
| 3:10 – 4:00 p.m. | Break-out Sessions <ul style="list-style-type: none">• Consumer Attorneys Suing Collection Agencies – Why Should You Be Concerned?• Building Trust• Truth in Lending Act (TILA) – “Regulation Z” |
| 4:30 p.m. | Dinner and Entertainment |

WEDNESDAY

7:30 – 8:45 a.m.	Breakfast Buffet and Round Table Discussions
9:00 – 10:00 a.m.	A Legal Assessment of Credit & Collection Industry – Institutional Fees, Choice of Law, Venue Selection and Statute of Limitations
10:00 – 10:15 a.m.	Break for Hotel Check-out
10:15 – 11:45 a.m.	Bankruptcy
11:45 – 12:00	Wrap-Up and Conference Evaluation