



HARD ROCK HOTEL & CASINO 1000 BROADWAY ATLANTIC CITY NEW JERSEY

SUNDAY SEPTEMBER 8, 2024

1:00-4:00	NYS&A Board Meeting	Big Cypress Studio
1:00-5:00	Vendor Set-Up	Seminole
5:00-5:45	Expo Registration	Seminole
6:00-8:00	<u>Northeast Debt Collection Expo GRAND OPENING & COCKTAIL RECEPTION!</u> <u>Welcome and Introductions</u>	Seminole

MONDAY SEPT 9 ,2024

All activities will be held in Brighton Ballroom

7:15-8:00	<u>Expo registration , Continental Breakfast, Vendor & Attendee Networking</u>
8:00-9:00	<u>Opening Remarks & ACA Membership Update-</u> Scott Purcell, CEO, ACA International and Tim Haag, ACA President Discover the many ways ACA is supporting our industry with our association’s top leadership. Come with your questions in this interactive session.
9:00 – 9:15	<u>Break</u>
9:15-10:45	<u>Keynote: Making Effective Noise: The Art of Speaking and Listening Well – Kelli Krueger, Director of Education, ACA International</u> Communication is a little about you and a lot about the people you communicate with. It’s critical to understand others’ communication styles, so you can better understand “why they do what they do” and help you and your team develop more effective strategies.
10:45-11:15	<u>Break</u>

11:15-12:30

David Kaminski, Managing Partner, Carlson and Messer, LLP: "The Future of Debt Collection: Mastering Digital Communications Strategies to Revolutionize Profitability in 2024 and Beyond"

In a world where digital communication dominates, mastering the art of email and text messaging is not just an option—it's essential for business success. This dynamic presentation will explore cutting-edge strategies and compliance techniques that can transform your business communications into a revenue-generating powerhouse. Forget the old myths and learn to harness the full potential of these tools in ways you've never imagined.

12:30-1:30

Lunch

1:30-2:45

Reputation Management in a Digital World: Jeff DiMattio, Katie Borchers, Tim Haag, & Katie Ciprietti

Using social media, google reviews, your website and legislative visits to tell your story! We all can change the old perception of our industry. You will walk away with easy things you can do as soon as you get back to the office!

2:45 – 3:15

Break

3:15 – 4:15

ARM Industry Compliance Update: Heath Morgan, David Kaminski Mitch Williamson S
The New Frontiers for the Plaintiff's Bar – A look behind the curtain

What agencies need to know to minimize lawsuits and risks of liability under consumer lawsuits and everything in between.

5:00-5:45

MACA ANNUAL MEETING OF THE MEMBERSHIP (Location to be announced)

5:00-5:45

NYSCA ANNUAL MEETING (Location to be announced)

6:30-9:00

Cocktails & ACPAC Bottle Auction

Come dressed up or casual. Guaranteed to be fun! Remember to bring your decorated bottle. Winner gets a prize! Come and support ACPAC at the industry's most successful fund raising auction!

TUESDAY SEPTEMBER 10, 2024

- 7:45-8:30 **Continental breakfast**—Last Chance to visit vendor booths
- 8:30-10:30 **Vendor Tear Down**
- 8:30-9:30 **Attorney Heath Morgan: Thriving in the Next 10 Years: How to Adapt, Adopt, and Thrive in the Collection Industry**
This presentation is designed for debt collection agencies aiming to navigate the evolving landscape of the next decade while remaining competitive and innovative. Key topics include the adoption of cutting-edge AI technology, such as generative AI, conversational AI, and robotic process automation.
- 9:30-10:30 **Are you Tech-Knowledgeable? Learn from the ARM Industry's Experts. Panel: Harry Strausser, President, Applied Innovation, Inc. Ranjan Dharmaraja, CEO, Quantrax Corporation, Inc.**
Join our panel of technology experts and learn about the expectations for today, next year and beyond. Emailing and texting is growing rapidly, omnichannel is the norm, AI is here and expanding and Chat GPT is thinking for us!
- 10:30-10:45 **Break**
- 10:45-11:45 **Best Ideas Led by Harry Stausser**
Share what works for you with your peers and come away with solutions to break through obstacles.
- 11:45- 12:00 **NEDCC and Vendor Prize Drawings: You have to be present to win!**
Vendors draw names for their drawings and the NEDCC planning committee awards some wonderful gift baskets as they draw business cards.