

Now That You Know, You Can't Unknow – What's Next?

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What should you do with your findings from risk assessments, due diligence, and audits of your operations in response to or anticipation of a client, legal or regulatory ask? What if you unearth evidence of nonconformities with the law or your own compliance management system as you root cause a complaint or dispute – or trend the results from all your complaint and dispute handling? While it seems self-evident that it is important to root cause, self-audit, and conduct regular risk assessments – what is less than evident is exactly what to do with your findings.

This panel of industry veterans offers practical alternatives in response to predictably tough questions about what your duties are to engage your stakeholders in conversations and share with the public about your findings and plans of remediation. Practical topics this panel will consider are these:

- Once you have detected one or more nonconformities, do you self-report with a plan for self-correction or self-correct first and then self-report? Something else altogether?
- If you learn there is a detailed internal thread of disclosures about a nonconforming situation with no attorney-client privilege in sight, what then?
- Can you trust AI and robotics, or do you need human involvement and oversight to review the results of voice analytics or trends in information you are receiving via eOscar or recent correspondence?
- How do you break down the various pros/cons of disclosure?

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Ronald S. Canter established The Law Offices of Ronald S. Canter, LLC in 2008. Mr. Canter has been engaged in the private practice of law since 1980. He is a recognized authority on creditor rights and the regulation of collection practices. He has represented creditors, attorneys and collection agencies in complex litigation including class action defense in both Federal and state courts.



Manny Newburger leads the Consumer Financial Services Law Practice Group at Barron & Newburger, P.C. A well-known author and speaker on the FDCPA and similar laws, Mr. Newburger is known nationally for his expertise in consumer and commercial law, consulting on FDCPA, FCRA, and TCPA compliance across the globe and on the defense of individual and class consumer litigation across the United States. His practice focuses on litigation, litigation

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