



Educational Offerings

Compliance Considerations For Collection Communications in 2022

July 26, 2022– 9:00am PT/12:00pm ET
One (1) RMAI Education Credit



For members of the receivables management industry, the stakes have never been higher for communicating with consumers about their delinquent debts. New rules and regulations, coupled with aggressive enforcement at both the federal and state level require a nimble, efficient, and most important, effective compliance management system. Compliance teams must manage the frequency, time, place, and content of such communications across channels. Companies need to develop manageable, consistent approaches for defining what constitutes an attempted communication, managing consumer communication preferences, and consistently defining what is – and is not – a cease and desist. Join us to explore how these considerations impact your compliance efforts and approach. Topics will include:

- Approaches to defining an attempted communication and actual communication under Reg. F
- Considerations for collecting consumer communication preferences and honoring limitations
- Strategies for managing communication frequencies and time/place requirements
- Effective use of limited content messages
- How to integrate and manage technologies like ringless voicemail, speech to text, and artificial intelligence within your communication strategies

Pricing:

Member:

- Entire Series: \$249 through May 26th / \$299 after May 26th
- Individual Webinar: \$64

Non – Member:

- Entire Series: \$450
- Individual Webinar: \$94

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Course Presenters:



Stefanie Jackman is a partner in Troutman Pepper’s Consumer Financial Services Group. Stefanie’s practice focuses exclusively on providing compliance advice and defending clients across the consumer financial services industry in government investigations, examinations, and consumer litigation. She regularly counsels clients on a variety of complex matters arising under an array of federal and state consumer protection laws, including the FDCPA and Reg. F, FCRA, TCPA, SCRA, EFTA, and UDAAP. Her clients include banks and nonbank creditors, student loan servicers, mortgage servicers, credit and prepaid card companies, auto lenders, healthcare providers, debt collectors and buyers, fintech companies, and technology service providers.



Crystal Duplay is an Attorney with Kodak Law LLC. She has devoted her career to Creditor's Rights, advocating on behalf of clients in all aspects of collections. Crystal earned a Bachelor of Arts from Baldwin Wallace University and a Juris Doctor from Cleveland-Marshall College of Law at Cleveland State University. She frequently presents and authors articles on various debt collection topics. Crystal is currently the Secretary of the Ohio Creditor's Attorney Association, was on the NCBA Board of Directors, and has the designation of Certified Receivables Compliance Professional from RMAI. She is licensed to practice law in Ohio, Wisconsin, and before the Supreme Court of the United States.