

## The Building Blocks of Reputation Management

August 9, 2022 – 9:00am PT/12:00pm ET

One (1) RMAI Education Credit

Attend this webinar to get a high-level overview of how to start the process of reputation management and helpful steps you can take for building the reputation of your business. Additionally, you will hear debt buyer and collection agency perspectives from a practical standpoint as well as some of the reputational challenges seen by two of the presenters. Please join Adam Parks, Tim Collins and Missy Massey for this relevant industry webinar on managing your brand for the marketplace and consumers.

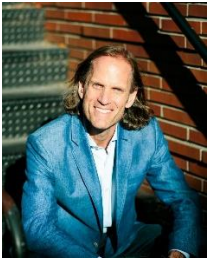
### Pricing:

**Member:** Free

**Non – Member:** \$94

[Register](#)

### Course Presenters:



**Tim Collins**, with InDebted, has over 21 years of experience in Compliance. Before joining InDebted, he worked at TrueAccord, Corp. as their Chief Compliance Officer to rapidly scale their Audit, Compliance, and Legal Departments. Prior to TrueAccord, Tim worked for Convergent Outsourcing as their General Counsel and Chief Ethics & Compliance Officer tasked with leading the Audit, Compliance, IT Security, Legal, and Training Departments.

He was also the Director of Compliance for Hyundai Capital America, in charge of designing and implementing HCA's corporate governance and compliance programs. He is serving on the ACA Innovation Committee, past Chair for the ACA Federal Affairs Committee Chairperson, past Chair of the ACA International MAP Committee, and past president of the Association of Corporate Counsel-San Diego Chapter.



**Mellisa ("Missy") Massey, CRCP**, Director of Business Development with National Credit Adjusters, has over 20 years of experience as a credit and risk professional, working with creditors and managing agency and litigation networks for compliant and successful receivables recovery operations in various financial services institutions. Having experience in collections leadership and service provider network management from the credit issuer, 3<sup>rd</sup> party forwarder and debt buyer perspectives, Missy has a deep understanding of the complexities of recovery operations, outsourcing and debt sales.



**Adam Parks** is an entrepreneur with more than 15 years of experience in the receivables management industry. His diverse industry background includes portfolio purchasing, debt sales as well as compliance, and the development of systems to manage the servicing of account portfolios. Adam has held various marketing and operations positions within the ARM industry including leadership positions with brokerages which have given him a broad set of experiences and deep relationships across the industry. He currently serves as President with the Receivables Management Association International (RMAI).

