Regulation and Risk Management of Artificial Intelligence and Machine Learning in Receivables Management

September 22, 2022 – 9:00am PT/12:00pm ET
One (1) RMAI Education Credit

This webinar will unpack important developments shaping innovation and the use of artificial intelligence (AI) and machine learning (ML) in the receivables management industry. The use of AI and ML has been on the rise for purchasing, collections and consumer engagement, and compliance. At the same time, federal and state regulators are scrutinizing the use of AI and ML in decision-making, credit origination, servicing, consumer outreach and liquidation strategies, and other areas to help ensure that companies are appropriately avoiding discrimination and unfair, deceptive, and abusive acts and practices (UDAAP).   The presenters will explore ways companies may be using AI and ML today and in the future, and how they can adopt processes for assessing risks and avoiding discriminatory outcomes and related UDAAPs. The presenters will also share briefings from the field, and regulatory developments that are ongoing and on the horizon.

Register

Pricing
Member: Free
Non – Member: $94

Course Presenters:

Nathan Anderson has spent 27 years in the contact center space with the majority of it focused on operations and business development. Over the past four years, Nathan helped introduce Conversational AI to the receivables market while at Interactions and, most recently, is redefining what Advanced Analytics means to BPOs with SuccessKPI. Nathan also serves on the RMAI AI Working Group and is on his second term on ACA's Technology and Innovation Committee. Nathan has also completed courses through MIT's Sloan School of Management; "Artificial Intelligence: Implications for Business Strategy" and "Organizational Design for Digital Transformation."

Jonathan L. Pompan is a Partner in Venable LLP's Washington, DC office and co-chair of the firm's consumer financial services practice group. Jonathan has extensive experience representing companies before the FTC, CFPB, state attorneys general, and state regulators. His experience includes several CFPB investigations and enforcement matters, examination preparation and appeals, conducting compliance audits, obtaining licenses, and assisting in the formation and development of new products and services. In addition, he provides ongoing compliance and general counseling advice to clients in the consumer financial services sector, including debt buyers and collectors, loan originators, fintech service providers, and advertisers and marketers, including lead generators.