



# Educational Offerings

## Vendor Oversight Post Reg-F

September 15, 2022 – 9:00am PT/12:00pm ET

One (1) RMAI Education Credit

Sponsored By:



This CCO webinar will cover the necessary oversight obligations set forth by the CFPB over our Service Providers, focusing on the post Reg F additional requirements you should have in place.

We will discuss:

- What updates should be in your audit & oversight program to ensure Service Provider compliance with Reg F
- What updates should be in your internal controls & monitoring programs post Reg F
- Best practices for onboarding Service Providers & routine compliance auditing
- Updates on Service Provider’s policies, procedures, training materials, and potentially even Service Provider contracts
- Best practices on how to manage Service Provider auditing, testing, and remediation issues

### Pricing:

#### Member:

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

#### Non – Member:

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

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### Course Presenters:



**Joe Adams**, President & Chief Executive Officer of Hampton Pryor Group, Inc., is a well-known, respected leader and expert in the account receivables management industry. Joe has over 35 years’ experience financial risk management (credit, collections, recovery, and compliance). During this span, he has served as a “C” level or senior/executive operations leader for some of the leading banks, credit grantors, and collections agencies in the country, including CitiFinancial, CitiMortgage, Paymentech Merchant Services, First USA/Bank One, Collins Financial Services and Asset Management Outsourcing, Inc.



**Katherine O'Brien** is Compliance Counsel for the Office of General Counsel at Portfolio Recovery Associates. She has previously worked as the Compliance Officer for several national debt buyers. She is licensed in Colorado and Florida and has assisted with legal operations across the country. She has done frontline collection litigation, FDCPA Defense work and has focused on Compliance for the last eight years. Kat has earned ACA International’s Credit and Collection Compliance Attorney (CCCA) Designation, as well as the RMAI’s Certified Receivables Compliance Professional (CRCP) Designation and is a Board Member of the Colorado Creditor Rights Bar Association.



**Sara Woggerman**, Owner and President of ARM Compliance Business Solutions, works with organizations to drive compliant business practices through her consulting solutions. Sara's personalized approach prepares financial institutions for regulatory examinations, manage litigation risk, and improves the consumer experience. Sara is known for her passion in helping companies overcome their unique compliance and operational challenges through delivery of compliance risk assessments, policy development, service provider management and oversight, and executive level training programs designed to help financial services companies mitigate risk and maximize efficiency.