

Monday, March 12, 2018

8:30AM - 10:00AM

Deep Dive Workshop, Default Management

Bonnet Creek X

Straight Talk with Industry Peers: Credit Reporting Accuracy Best Practices and Automation

Furnishers continue to search for ways to maintain consumer reporting accuracy, while balancing budget and automation goals. Learn from industry peers on how to find success in establishing the right mix of manual and automated processes and controls. Also hear from Ballard Spahr on the latest legal developments impacting this area. You'll walk away with the necessary actionable steps, from industry peers, to stay ahead of the curve.

Come for a gourmet breakfast and networking and stay for the straight talk.

Speaker(s):

Tom Danchik, *Director of Credit Bureau Reporting*, Citigroup Inc.

Stefanie Jackman, *Partner*, Ballard Spahr

Michelle Macartney, *Managing Director - US Practice*, Bridgeforce

Karen Olson, *Vice President, Loan Services Manager*, KeyBank

Noah Stayton, *Director, Data Quality Solutions*, Bridgeforce

2:50PM - 3:50PM

Default Management, Talent Management

Bonnet Creek X

Workforce of the Future

Artificial intelligence, machine learning and other new technologies will impact how financial service companies design the workforce of tomorrow. What will the future look like? Which jobs can be automated? What skills will be in demand? How do we increase efficiency while meeting rising customer expectations? Panelists will consider these questions and discuss how companies are putting new technologies into practice to transform their workforce.

Speaker(s):

David Blake, *Chief Executive Officer*, Degreed

John Jordan, *Managing Director, Head of Consumer Academy and Advisor Development*, Bank of America

Kelly Joscelyne, *Global Chief Talent Officer*, Mastercard

Michael Rochelle, *Principal, Chief Strategy Officer*, Brandon Hall

4:00PM - 5:00PM

Default Management, Internal Audit, Risk

Bonnet Creek X

Applying Advanced Analytics to Identify Risks

Traditional assessments of compliance risk tend to be reactive, performed in silos and often manual in nature. This can lead to missing early signals and leave institutions continually playing catch up to manage issues manifesting themselves across multiple dimensions. This session will explore novel ways to examine data to decipher common themes and identify emerging trends through different sources of information.

Participants will be able to:

- Discuss how to use advanced analytics to identify risks in the banking industry
- Describe novel ways of identifying data to decipher common themes and trends
- Fields of Study: Management Services, Regulatory Ethics

This course is eligible for 1.0 CPE credit

Speaker(s):

Brian Clark, *Senior Manager, EY*

Paul Desaulniers, *Senior Director of Risk Scoring, Trended Data Solutions & Collections, Experian*

Tuesday, March 13, 2018

9:20AM - 10:20AM

Default Management, Fair & Responsible Banking

Bonnet Creek X

Fair Lending in Default Servicing

Fair lending concerns touch every aspect of day-to-day operations at your institution. How you manage customers going through default processes is no exception. Whether issues arising from customer call center techniques or marketing in new areas, steering clear of these fair lending concerns is vital. Learn best practices from industry experts to ensure your compliance programs are robust and your teams are working to address any concerns down the road. Participants will be able to:

- Discuss fair lending operational concerns as they relate to the banking industry
- Describe default servicing best practices to ensure your compliance programs are robust
- Fields of Study: Management Services, Regulatory Ethics

This course is eligible for 1.0 CPE credit

Speaker(s):

Mick Sladic, *Vice President, Chief Counsel - Loss Mitigation, Capital One Bank*

Christina Speh, *Senior Vice President, Fair & Responsible Banking Manager, TD Bank*

Lynn Woosley, *Engagement Director, Treliant Risk Advisors, LLC*

10:55AM - 11:55AM

CFPB,Default Management

Bonnet Creek X

Riding the Roller-Coaster: How the New CFPB will Treat Enforcement

The CFPB's enforcement actions and new rules have put many banks on unstable footing the past few years, but with a new administration in town, banks have a chance to make some changes in their favor. A panel of CFPB experts will discuss what your bank can do with a new head at the Bureau to combat needless litigation in the areas of debt collection and beyond.

Speaker(s):

Tony Alexis, *Partner*, Goodwin Procter LLP

Stephen Congdon, *Regulatory Counsel*, Consumer Bankers Association

Jonice Gray Tucker, *Partner*, Buckley Sandler LLP

David Tallman, *Partner*, Mayer Brown

1:45PM - 2:45PM

Default Management

Bonnet Creek X

Danger Will Robinson! Robotics in Banking

Robotic process automation (RPA) is changing how institutions interact with their customers. Learn about these integral new systems and how they operate from one of the leading experts in the field. Hear from bankers using this new technology in their own operations. Experience a live demo of a RPA system to see how your institution can best integrate the technology and change your customer relationships.

Speaker(s):

Ashwin Ashok, *Senior Manager*, Automation Anywhere

Sunil Deshpande, *Analytics and Strategy Executive, Director*, PNC Bank, N.A.

3:15PM - 4:15PM

CFPB,Default Management,Risk

Bonnet Creek X

The Complaint Odyssey: From Launch to Lessons Learned

Join us as we explore the journey of a consumer complaint from inception to closure. Hear from those closest to the CFPB portal on complaint intake, closure, data handling and the way complaints inform the Bureau's activities. Industry experts will share strategies and the latest innovations to manage complaints, mine data and respond to opportunities for progress within their institutions. The first of a two-part session, join us for this comprehensive panel program, then stay for part two, our complaints roundtables, immediately following.

Participants will be able to:

- Discuss the CFPB's utilization of the consumer complaint portal
- Describe strategies and the latest innovations for complaints management and data mining
- Fields of Study: Management Services, Regulatory Ethics.

This course is eligible for 1.0 CPE credit

Speaker(s):

Brian Rosenberg, *Senior Vice President, Compliance, Consumer Complaints*, Citigroup Inc.

Scott Steckel, *Stakeholder Engagement Program Manager, Office of Consumer Response*, Consumer Financial Protection Bureau

Brian West, *Principal*, The Boston Consulting Group

Kelly Wogan, *Enterprise Complaints Program Manager, Customer Advocacy Team*, Huntington Bank

4:25PM - 5:25PM

Default Management

Bonnet Creek X

Integrating Digital Experiences for Collections

Customers increasingly prefer to interact with their financial institutions digitally. Digitizing the customer experience across the origination, servicing and collection spectrum is a journey requiring thoughtful analysis and preparation. In collections, the benefits to customer engagement, expense savings, and compliance accuracy are worth the effort. This session will outline how to get started and ways to take advantage of the latest digital capabilities.

Speaker(s):

David LaRoche, *Default Practice Leader, Director*, Bridgeforce LLC

Brian Moore, *Senior Principal, Industry Solutions*, Nuance

Larry Tewell, *Senior Vice President*, Wells Fargo