



Complying with the Fair Debt Collection Practices Act (FDCPA) for Consumers & Businesses

WEBINAR – ON DEMAND WEB LINK & FREE CD ROM

Thursday, September 23, 2010

12 - 1:30 pm PT
1 - 2:30 pm MT
2 - 3:30 pm CT
3 - 4:30 pm ET

The Federal Trade Commission has recommended that the debt-collection legal system should be reformed and modernized to reflect changes in technology, consumer debt, and the debt collection industry. The FDCPA was enacted in 1977 to protect consumers from abusive, unfair, and deceptive practices by third-party debt collectors. We will explore how collection industry changes have affected consumers and businesses. This law is designed for third-party collectors, but may affect your bank. If you use a collection agency, a repossession firm, a letter service, or an attorney, you need to understand this law and how to protect your bank.

Continuing Education: Attendance verification for CE credits provided upon request.

HIGHLIGHTS



- Section-by-section review and red flags to avoid
- Vendor management, including simple tips to protect your bank from costly litigation
- Mandatory consumer validation notices and the required information to include
- Consumer-disputed debt: collectors are required to conduct “reasonable” investigations
- Why you should be informed of each investigation and the outcome
- When can a collector contact a consumer/company and when it is expressly prohibited?
- New requirements for collectors using new payment technologies to obtain expressed verifiable authorization from consumers before accessing their accounts
- Avoiding statutory conflict between FDCPA and FACT Act Section 312
- FDCPA does not prohibit collectors from communicating with consumers in foreclosure regarding possible settlement options that may help

WHO SHOULD ATTEND?

This informative session is designed for compliance officers, consumer and commercial lenders, collections staff, legal counsel, your collection agency, and anyone responsible for vendor management and risk.

MEET THE PRESENTER

Greg Souther
Greg Souther Consulting & Seminars



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