

## **Collections “Hot Spots” to Avoid**

Wednesday, October 25, 2017 (10:15 – 11:00 AM)

Track Two

Junior Ballroom G

The CFPB focused on creditor debt collections this past year. The FTC announced the winding down of Operation Collection Protection in early 2017. However, federal and state regulators will continue to carefully scrutinize your collection efforts through the lens of “unfair, deceptive, or abusive” practices. This panel will discuss who your state and federal regulators are and what they are keyed into. We will also talk about steps you can take to make sure you’re staying out of these collection Hot Spots. Ken Shilson and Steve Ruderman of Credit & Collection News will moderate this session.