

2019 COLLECTION ACADEMY SPEAKERS

October 15-17 | Hilton Mpls/St. Paul Airport Mall of America



Brad Buher

CUDE, Director of Business Insight at PSCU

Brad leads the cooperative's industry intelligence practice, including all facets of primary and secondary research. He is responsible for driving the necessary strategic decisions based on findings from research obtained from industry sources and PSCU's member-owners.

Outside of PSCU Brad is a Research Council Member with Filene Research Institute. In addition, he holds a Credit Union Development Educator (CUDE) designation with the National Credit Union Foundation.

Presenting: **State of the Economy**

Economic trends and what it means to credit union collections.



Steve Kreitlow

Continuing Education Facilitator and Consultant at CUR/TLSC

Steve has taught over 1,200 credit union staff since 2013 as the Continuing Education Facilitator for Building the Foundation Training programs. With a broad knowledge of repossessions and bankruptcy and having worked with over 50 different collection platforms in over 200 collection departments, Steve is uniquely qualified to facilitate CU Recovery's training programs. His personal goal is to teach collection skills that will immediately make a difference in collection department efficiencies.

Presenting: **Collector Track – Building the Foundation for Collection Call Success**

Have you been Super K'd yet? Are your collection calls filled with passion, motivation, and enthusiasm? In this session you will walk away with a Roadmap and Call Assessment tools to help guide and bring consistency to your messages and calls. As a bonus you will hear call examples covering the verification and authenticating in a call opening, along with recorded calls covering the various collection scenarios you encounter.



Rob Fite

VP Business Development & Marketing, North America at Telrock Systems

Rob has over 27 years of deep domain knowledge in technology and data driven solutions for empowering workflow processes, increasing automation, and enhancing credit and collections decisions. He has held product and marketing leadership positions with the industry's leading solutions providers.

Presenting: **Leadership/Management Track – Collections in the Cloud**

Is the cloud where it's going? A look at how cloud technology is reshaping collections, the collections desktop, and the collector.



Zack Fallstich

JD CURME, Manager of Recovery and Staff Attorney at Advia Credit Union

Zack has practiced law since 2007, primarily in bankruptcy and creditors' rights. Since 2015, Zack leads a team at Advia Credit Union using legal process directly and through vendors to recover charged off accounts and defend Advia in bankruptcy court. Zack trains the Collections and Recovery staff at Advia in bankruptcy and other consumer protection compliance.

Presenting: **Leadership/Management Track – Defense, Offense, and Scouting Report: Winning Strategies with Members in Bankruptcy**

Learn the bankruptcy players and their roles. Recognizing common pitfalls and subtle traps to avoid getting sued for stay, discharge and other code violations. Knowing when to aggressively challenge being discharged.



Lisa Hayes

Leadership Consultant at Through-The-Hayes

Lisa is an accomplished facilitator and leadership coach working with individuals and groups at all levels. As a strategic partner Lisa provides the clarity and support to guide individuals to reach their goals.

Presenting: **Leadership/Management Track – The Many Hats You Wear**

Best practices for managers including coaching vs. managing, how to make time work for you, and building an engaging team.

Presenting: **Taking Control of Your Growth**

What are you doing for you? Jump in the driver's seat and navigate your career and development. Walk away empowered, energized and excited to take control of your career.



Jack Lynch

Chief Risk Officer at PSCU and President of CU Recovery & The Loan Service Center

As Chief Risk Officer Jack oversees PSCU's Fraud and Risk Management Operations including Fraud Analytics, Fraud Recovery Services, and Outbound/Inbound Fraud Calls. As President of CUR/TLSC Jack oversees delivering a comprehensive suite of debt management solutions. An advocate of risk management best practices, he also serves on the VISA North America Risk Council, MasterCard US Advisory Council, and Pindrop Customer Advisory Board.

Presenting: **How to Win the Fraud Game by Minimizing Losses**

How can you protect your credit union? This session will focus on fraud prevention and minimizing credit union risk.



Chris Stanley

Director of Business Development at DCM Services

Since 2004, Chris has held numerous roles within DCM Services in both operations and business development and has spent the last several years focusing on strategic client management in financial services and new business growth. Chris' strong operational background and experience enables him to identify process and growth opportunities to customize solutions and improve results for his clients.



Matthew Rehnel

Business Development Manager at DCM Services

Matt has spent the majority of his career working within the financial services and healthcare industries, and with DCMS for over 8 years. Matt works hand and hand with organizations to create and enhance their estate recovery process. To date he's successfully created processes for estate recovery with over 80 organizations across the nation.

Presenting: **Estate Accounts: Learn How to Handle Deceased and Probate Inventory to Maximize Your Recoveries**

Brian Livingston

Co-Founder of CrankyApe

Matt Conzet

National Account Manager at CrankyApe

Tera Sorenson

Repossession Administrator at CrankyApe



CrankyApe provides an all-inclusive repossession and remarketing solution to lending institutions. With six locations they provide nation-wide coverage and professionally repo, transport, clean/detail and remarket the units on their online auction. Based out of MN, IN, GA, TX, AZ and WA.

Presenting: **How to Survive the Repo Process and Best Remarketing Strategies for the Highest Return**



Bryan Moffitt

VP Business Development at CUR/TLSC

Bryan has been with CU Recovery since 2003. His team is responsible for business development nationwide. Bryan is passionate about building relationships with clients and has a genuine interest in helping credit unions with their delinquency management.

Presenting: **A Collection Resource Dedicated to Credit Unions**

A look at what CU Recovery and The Loan Service Center can do for you . . . with a little twist of fun.