

All Academy sessions will be held in MN Valley Ballrooms I & II on the 2nd level, meals will be served in adjacent Ballrooms III & IV

TUESDAY, OCTOBER 15

9:00 AM – 5:30 PM

Registration *Foyer outside MN Valley Ballrooms, 2nd level*

10:45 AM – 3:30 PM
Bus departs 11:00 AM

CU Recovery & The Loan Service Center Headquarters Tour

Join us for an entertaining 45-minute bus ride and tour our Wyoming, MN headquarters. We'll return to the hotel at approximately 3:30 PM.

Box lunch will be provided.

Space is limited, you must be pre-registered for the tour.

5:30 PM – 7:30 PM

Meet and Greet Reception *Hotel location TBD*

Meet peers, CU Recovery and The Loan Service Center staff. Play trivia and win prizes! Enjoy complimentary appetizers and beverages.

WEDNESDAY, OCTOBER 16

7:30 AM – 8:30 AM

Registration

7:30 AM – 8:30 AM

Breakfast

8:30 AM – 10:00 AM

State of the Economy

Economic Trends and What it Means to Credit Union Collections

Presenter: **Brad Buher**, CUDE, Director of Business Insight, PSCU

10:15 AM – 12:00 PM

CUR Talks 1.0

Ever wonder how your peers are managing current hot topics? In this session we'll present contemporary subjects with an open discussion on what works and what to avoid. Topic examples: CFPB's Debt Collection Rule Changes, Technology, Texting, Dialers, Social Media, Skip Tracing, Payments, Settlements and more. Moderated by our guest experts and CU Recovery staff.

12:00 PM – 1:00 PM

Lunch

1:00 PM - 4:30 PM

Breakout Sessions - Separate Tracks for Collectors and Management / Leadership **Choose your track below:**

1:00 PM - 4:30 PM

Collector Track - Ballroom I

Building the Foundation for Collection Call Success

Our veteran Continuing Education Facilitator and Consultant, **Steve Kreitlow**, will present best practices gathered from our Collection Call Success sessions throughout the country.

1:00 PM - 2:00 PM

Management / Leadership Track - Ballroom II

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.

Presenter: **Rob Fite**, VP Business Development & Marketing, North America, Telrock Systems

2:15 PM – 3:15 PM

**Defense, Offense, and Scouting Report:
Winning Strategies with Members in Bankruptcy**

Presenter: **Zack Fallstich**, JD CUERME, Manager of Recovery and Staff Attorney, Advia Credit Union

3:15 PM – 4:30 PM

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.

Presenter: **Lisa Hayes**, Leadership Consultant, Through-the-Hayes

4:30 PM – 5:30 PM

Networking Social Hour – *Foyer outside MN Valley Ballrooms*
Mingle with fellow attendees and enjoy complimentary beverages.

THURSDAY, OCTOBER 17

7:30 AM – 8:30 AM

Breakfast

8:30 AM – 9:45 AM

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

Presenters: **Chris Stanley**, Director of Business Development; **Matthew Rehelt**, Business Development Manager; DCM Services

10:00 AM – 11:00 PM

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

Presenters: **Brian Livingston**, Co-Founder; **Matt Conzet**, National Account Manager; **Tera Sorenson**, Repo Administrator; CrankyApe

11:00 AM – 12:00 PM

A Collection Resource Dedicated to Credit Unions

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

Presenter: **Bryan Moffitt**, VP Business Development, CU Recovery & The Loan Service Center

12:00 PM – 1:00 PM

Lunch

1:00 PM – 2:00 PM

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.

Presenter: **Jack Lynch**, Chief Risk Officer at PSCU and President of CU Recovery & The Loan Service Center

2:00 PM – 3:00 PM

CUR Talks 2.0

Open discussions continue with topics from today's presentations and speakers. Moderated by our guest experts and CU Recovery staff.

3:15 PM – 4:15 PM

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.

Presenter: **Lisa Hayes**, Leadership Consultant, Through-the-Hayes

4:15 PM – 4:30 PM

Academy Wrap-Up!