

Conference agenda

Sunday, May 16

- 1:00 p.m. **New Attendees Orientation**
2:00 p.m. **Committee Meetings**
3:00 p.m. **Corporate Partners Meeting**
4:00 p.m. **Annual NACAA Roundtable**
Join consumer colleagues to exchange updates from your agency.
6:00 p.m. **Welcome Reception:** Everyone is invited for an evening of networking.

Monday, May 17

- 9:00 a.m. **Morning Plenary Session**
♦ "Welcome to NACAA's 35th Annual Conference"
♦ "Banking and Credit Cards: From the Regulators' Point of View"
♦ "Credit Cards and the New Rules: What is the Reality for Consumers?"
12:30 p.m. **Annual Awards and Recognition Luncheon**
2:00 p.m. **Keynote Address:** "The Art and Science of Consumer Complaints: How Numbers and Statistics Can Help Save Your Agency"
3:00 p.m. **Afternoon Plenary Session**
♦ "Legitimate Business Opportunities: Advising Consumers during Economic Downturns"
♦ "A Fresh Look at Franchises: What are the Guidelines?"
5:00 p.m. **Networking Session**

Tuesday, May 18

- 9:00 a.m. **Morning Plenary Session**
♦ "A Critical Knowledge Gap: What Citizens Need to Know about Broadband"
♦ "Who Wants to Be A Smart Consumer?" – Consumer Education can be Entertaining!"
♦ "Corporate Partner Update: Vital Tools for Consumer Agencies"
12:00 p.m. **Luncheon Keynote Address:** "The Federal Government, Consumers, and Recent Legislation: What Can We Expect?"
1:30 p.m. **Afternoon Plenary Session**
♦ "Medical Identity Theft: A New Version of an Old Crime"
♦ "Internet Payday Lending: Warnings and Prevention"
♦ "Debt Settlement Scams: Consumers Remain the Prey"
5:00 p.m. **Networking Session**

Wednesday, May 19

- 9:00 a.m. **Morning Plenary Meeting**
♦ Workshop "A Survivor's Guide to Budget Cuts, Staff Reductions, and Increasing Consumer Fraud"
♦ Workshop: "Using Teleseminars for Effective Training"
♦ Annual Business Meeting
12:00 noon **Conclusion of Conference**

Schedule subject to change. **Check www.nacaa.net for updates.**