



***37TH ANNUAL NORTH AMERICAN
CONSUMER PROTECTION INVESTIGATORS
TRAINING AND BUSINESS MEETING***

JULY 20-23, 2014

**LITTLE ROCK MARRIOTT
THREE STATEHOUSE PLAZA
LITTLE ROCK, AR 72201**

CONFERENCE AGENDA
“A NATURAL CALL TO ACTION: CONSUMER’S RULE”
JULY 20-23, 2014

SUNDAY, JULY 20

12:00 pm to 4:00 pm: **NACPI Board of Directors Meeting & Working Lunch**
Petit Jean

3:00 pm to 5:00 pm: **Registration**
Salon C Foyer

6:00 pm to 8:00 pm: **Welcome Reception**
Pinnacle Suite

NACPI is excited to welcome the attendees of the 37th Annual North American Consumer Protection Investigators Training and Business Meeting in Little Rock, AR. Please join the Board of Directors, Conference Facilitation Committee and Arkansas Host Agency for an evening of networking, fun and laughter.

MONDAY, JULY 21

8:00 am to 8:30 am: **New Members Meeting**
Salon C

Welcome to your first NACPI conference! Join us for this session to learn how to get the most out of this week of educational and networking opportunities. Representatives from the Executive Board and Board of Directors will share advice on various conference activities and on how to take full advantage of your conference attendance. This will also be an opportunity to start to meet and network with your NACPI colleagues.

8:30 am to 9:30 am: **Welcome Breakfast**
Salon C

9:30 am to 11:30 am: **Opening Ceremonies**
Salon C

Keynote Speaker:
Bradford Phelps, Chief Deputy Attorney General
Arkansas Attorney General’s Office

11:30 am to 12:30 pm: **Understanding Vehicle Fraud and Vehicle History**
Salon C

Presenter:
Chris Basso
CarFax

Despite the ongoing efforts of government, law enforcement and consumers groups, a number of car-related scams are on the rise. Learn which issues are affecting consumers around the country and how vehicle history information can help detect and combat vehicle fraud. CARFAX also gives you an in-depth understanding of its data and services that are key assets to consumer protection investigators.

12:30 pm to 2:00 pm: **Lunch on your own**

2:00 pm to 5:00 pm: **Roundtable Session*****
Salon C

***Due to the sensitive nature of the topics discussed, associate members are not permitted to attend this session.

A favorite of many of our members, the Roundtable Sessions give Investigators an opportunity to share past and current investigations with their colleagues. Find out how other members and their agencies can assist you in a case. This will be conducted in a secured room.

5:45 pm to 9:00 pm: **Networking Event – Mark Twain Riverboat**

Join us for a 2 hour private dinner cruise aboard the Mark Twain Riverboat, an authentic stern wheeler, which will take us along the Arkansas River and offer unforgettable views of the Central Arkansas Skyline.

TUESDAY, JULY 22

8:00 am to 9:00 am: **Continental Breakfast**
Salon C

9:00 am to 10:00 am: **Payday Lending Case Study**
Salon C

Presenter:

**Charles Saunders, Assistant Attorney General
Arkansas Attorney General's Office**

How to catch a loan shark? A look into the Arkansas Attorney General's investigation of an online payday lender.

10:00 am to 10:45 am: **National Mortgage Settlement**
Salon C

Presenter:

**Nate Coulter, Attorney at Law
Wilson Engstrom Corum & Coulter**

Here we will learn more in depth of what the National Mortgage Settlement is all about. In February 2012, after a lengthy investigation, the attorneys general of forty-nine states, the District of Columbia and the federal government reached an agreement with five large banks and mortgage servicers to address widespread problems in the national mortgage servicing market. This agreement led to the entry of five separate consent judgments in the United States District Court for the District of Columbia for each of the five defendant banks and servicers.

10:45 am to 11:00 am: **Break**

11:00 am to 12:30 pm: **Consumer Protection and Fraud Prevention for Reloadable Prepaid Debit Cards**
Salon C

Presenter:

**Julie Linn, Vice President, Regulatory Compliance
Green Dot Corporation / Green Dot Bank**

**Nicole Murlowski, Chief Fraud Investigator
Green Dot Corporation**

Ms. Linn will be presenting on the regulatory environment for general purpose reloadable cards, including consumer protection laws and regulations that apply to Green Dot, what Green Dot does to protect customers, including education, sufficient disclosures, back-end support, as well as complaint response and monitoring for trends.

Ms. Murlowski will address education on Green Dot products, including their functionality, proper use, fraud trends, and how Green Dot helps consumers and law enforcement alike in investigating and resolving disputes and/or other fraud scenarios.

12:30 pm to 2:00 pm: **Lunch on your own**

2:00 pm to 3:15 pm: **The New Age of Organized Retail Crime**
Salon C

Presenter:

**Shane Hunter, Director of Global Investigations
Wal-Mart**

This session will help us better understand how Wal-Mart manages shoplifting and organized retail crime.

3:15 pm to 3:30 pm: **Break**

3:30 pm to 5:00 pm: **General Business Meeting**
Salon C

This meeting is open to all NACPI attendees and we strongly encourage you to attend this meeting. The meeting will cover topics such as possible sites of future NACPI conferences and details of the next years' conference in addition to a detailed explanation of NACPI's budget by NACPI's treasurer. This forum is a time for a candid dialogue with each other and with NACPI Board Members about current events and issues.

WEDNESDAY, JULY 23

8:00 am to 9:00 am: **Continental Breakfast**
Salon C

9:00 am to 10:00 am: **Corporate Account Takeover – What to do to protect yourself**
Salon C

Presenter:
Bruce Upton
Blu3 Technologies

Corporate account takeovers are on the rise where hackers take over a consumer business online banking account and use the account to steal customer money. This presentation will cover how it happens, what the customer should ask for from his Bank, and what the customer needs to do to protect himself/herself.

10:00 am to 10:15 am: **Break**

10:15 am to 11:15 am: **Investigating Cyber Crime from a FBI Perspective**
Salon C

Presenter:
William Blevins, Special Agent
FBI

Take the time to gain knowledge from Special Agent Blevins as he shares his expertise in investigating cyber crime.

11:15 am to 12:30 pm: **Regional Meetings**

NACPI is made up of investigators from around North America. At your regional meeting, you will meet other investigators in your local area that may prove to be valuable resources to you. During your regional meetings you will also be responsible for voting in the leadership of our organization (the Board of Directors are elected from each regional area).

12:30 pm to 2:00 pm: **Lunch on your own**

2:00 pm to 3:00 pm: **Social Security Administration: How they can assist with Investigations**
Salon C

Presenters:

**Charles Briscoe, Special Agent
Social Security Administration
Office of the Inspector General**

Learn about the investigative branch of the Social Security Administration and how they can assist the state level investigations involving social security numbers and identity theft.

3:00 pm to 3:15 pm: **Break**

3:15 pm to 4:15 pm: **Mock Complaint Investigation**
Salon C

Presenters:

**Robert Schreiber, Jr., Special Investigator
Delaware Department of Justice**

**Ken King, Investigator
Colorado Department of Law, Consumer Fraud Unit**

**Amy Ireland, Investigator
Indiana Attorney General's Office**

During this session, plan to receive great tips and tricks as we divide into smaller groups and go hands-on to work on actual consumer-generated complaints.

4:15 pm: **Closing Ceremonies**

5:00 pm to 7:00 pm: **NACPI Board of Directors Meeting & Working Dinner**