

**42ND ANNUAL NORTH AMERICAN  
CONSUMER PROTECTION INVESTIGATORS  
TRAINING AND BUSINESS MEETING**

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**JULY 28 TO 31, 2019**

**CROWNE PLAZA CLEVELAND AT PLAYHOUSE SQUARE  
1260 EUCLID AVENUE  
CLEVELAND, OH 44115  
800-227-6963**

**CONFERENCE AGENDA**

**SUNDAY, JULY 28**

- 12:00 pm to 4:00 pm: **NACPI Board of Directors Meeting & Working Lunch**
- 3:00 pm to 5:00 pm: **Registration**
- 6:00 pm to 8:00 pm: **Welcome Reception**

**MONDAY, JULY 29**

- 8:00 am to 9:00 am: **Welcome Breakfast**
- 9:00 am to 10:30 am: **Opening Ceremonies**
- Keynote Speaker**  
**Jon Miller Steiger, Director, FTC East Central Region**
- 10:30 am to 11:30 am: **Tracking Down High-Volume Scammers & Dismantling  
Their Support System\***  
**U.S. Postal Inspector Terrence Sullivan**
- 11:30 am to 12:30 pm: **Spotting Problems in Car Sales Contracts\***  
**Ron Frederick, Private Attorney**
- 12:30 pm to 2:00 pm: **Lunch on your own**
- 2:00 pm to 2:30 pm: **Fifteen Minutes of Fame: Consumer Issues on TV**  
**Danielle Serino, WKYC-3**  
**Denise Polverine, WKYC-3**
- 2:30 pm to 3:00pm: **AMRA/MAP**  
**Jeff Cox, President AMRA**
- 3:00 pm to 5:00 pm: **Roundtable Forum\***

5:30 pm to 9:30 pm: **Networking Event – We'll kick off the evening with a short tour on Cleveland's own Lolly the Trolley. Lolly will take us past some of Cleveland's most notable landmarks and popular city sights. We'll end in the East Bank of the Flats at Punch Bowl Social. Whether you prefer to play arcade or board games or want to relax and enjoy the view from the rooftop, Punch Bowl is a perfect place to unwind.**

## **TUESDAY, JULY 30**

8:00 am to 9:00 am: **Breakfast**

9:00 am to 10:00 am: **ID Theft: New Solutions for a Persistent Problem\***  
**U.S. Postal Inspector Lauren Cajuste**

10:15 am to 11:15 pm: **Scam Squad: Fighting Scams Against Seniors**  
**Rebecca Schlag, Senior Assistant Attorney General, OAG**  
**Larissa Bungo, Assistant Director, FTC East Central Region**  
**Sheryl Harris, Director, Cuyahoga County DCA**

11:15 am to 12:30 pm: **Panel: Case Breakdown\***  
**Rebecca Schlag, Senior Assistant Attorney General, OAG**  
**John Vega, Investigator, FTC**  
**Fil de Banate, Attorney, FTC**

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

2:00 pm to 3:30 pm: **Consumer Sentinel: Advanced Tips & Techniques for Investigators\***  
**Nick Mastrocinque, FTC**

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

## **WEDNESDAY, JULY 31**

8:00 am to 9:00 am: **Breakfast**

9:00 am to 10:00 am: **Protecting Military Members & Veterans**  
**Steve Lynch, Legal Assistance Attorney, U.S. Coast Guard**

10:15 am to 11:15 pm: **Moving Scams**  
**Monique Riddick, Lead Transportation Specialist, FMCSA**

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

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

2:00 pm to 3:00 pm: **Panel: Car Fraud**  
**Mark Hoy, Investigations Supervisor, Ohio BMV**

**John Paskan, Special Agent, National Insurance Crime Bureau**

3:15 pm to 4:15 pm: **Mistakes Investigators Make & How to Avoid Them\***  
**Scott Massa, Investigative Supervisor, OAG**

4:15 pm to 5:00 pm: **Closing Ceremonies**

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

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

**To register for the conference, go to our website [www.nacpi.net](http://www.nacpi.net), click on the Annual Meetings link or call our Treasurer, LeAnn Lopez at 720-508-6200.**