

FALL 2012

Welcome to NACPI

2012 Conference Recap - Atlantic City...Always Tuned In

Written by Amber Capoun, Douglas County District Attorney's Office



Our 2012 Conference in Atlantic City was a hit! A special thank you to our host committee, the Cape May County Consumer Affairs Division and the New Jersey Attorney General's Office. Many thanks to Dolores Rambo for all her hard work!. We had the opportunity to hear from many knowledgeable speakers, including Eric Kanefsky, Acting Director for the Division of Consumer Affairs with the New Jersey Office of

Attorney General who served as our keynote speaker. Our conference was kicked off with a great speed meeting icebreaker, which was organized by our Treasurer, Sue Kerr. Jim Donovan from KYW-TV, CBS 3 Eyewitness News in Philadelphia gave us information how we can work with the media during investigations; Brodie Mack with the Federal Motor Carrier Administration helped us to better understand moving fraud and explained how we can get involved with the "Moving Fraud Working Group"; Sergeant Cy Bleistine from the New Jersey State Police Cyber Crimes Unit discussed current internet scams and how to investigate such scams; Seena Gressin from the Federal Trade Commission and Greg Nodler from the Consumer Financial Protection Bureau (CFPB) provided us with an overview of the Fair Debt Collections Practices Act as well as discussed up and coming issues such as using social media websites and text messaging to collect debts; Jeff Horner with UCB, Inc. provided a better understanding of the collection process and many best practices to insure the protection of consumers through the third-party collection process; "Hammer Time" presented by Harold Spence, Jr, Stephen Scaturro, Robert Pandola, Ed McBride, and Cindy Miller, provided an overview of two separate undercover sting operations conducted in New Jersey that were used to identify and derail unregistered contractors; and Cindy Miller and Laurie Goodman from the New Jersey Division of Consumer Affairs closed the conference discussing what is on the horizon with consumer protection. This year's Roundtable Session included valuable contacts, resources, and case information for all of us to take back with us. Throughout the conference we had great networking opportunities, including an evening cruise along the bay. Overall, the 35th annual training and business conference was a great success! We look forward to seeing you at the 36th annual training and business conference!

Meet Your Newly Elected Board Members

Written by Amber Capoun, Douglas County District Attorney's Office

At the end of each conference, new board members are elected if there are any open positions. This year we had several positions to fill. We are pleased to introduce the 2012-2013 NACPI Board of Directors:

Amber Capoun with the Douglas County District Attorney's Office in Kansas was elected President; **Dolores Rambo** with the Cape May County Consumer Affairs in New Jersey was elected Vice President; **Sasha Velez** with the Florida Department of Agriculture and Consumer Services was appointed as the Secretary; and **Susan Kerr** with the Iowa Attorney General's Office was appointed as the Treasurer. Forrest Joyner, Webmaster, and Maggie Provost, Bylaw's Chair, will continue to hold their positions on the board.

The Great Lakes Region elected **Annamarie Howley** of the Monmouth County Consumer Affairs as their Director, and **Girard Lukowiak** of the City of East Orange Office of Consumer Protection as a Deputy Director. There is currently a vacant Deputy Director position in this Region.

The Eastern Region elected **Robert Schreiber** of the Delaware Department of Justice, Consumer Protection Unit as their Director; **Bruce Pinkett** of the Delaware Department of Justice, Consumer Protection Unit and **Lila Boor** of the Howard County Office of Consumer Affairs in Maryland as Deputy Directors.

The Western Region elected two Deputy Directors, **Tonya Hetzler** of the North Dakota Attorney General's Office, and **Martin Roy** of the Service Alberta, Consumer Services Division who join reining Director, **Jerry Howland** of the Johnson County District Attorney's Office in Kansas.

Please refer to the website for a complete listing of all board members along with their contact information.

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Interested in Becoming More Involved

Written by Amber Capoun, Douglas County District Attorney's Office

We need your help! There are currently several positions that need to be filled! If you are a member in the Great Lakes Region, we need another Deputy Director. We also need a **Membership Chair** to coordinate efforts to expand our membership, a **Newsletter Editor** to publish a quarterly newsletter, and a **Teleconference Call Coordinator** to plan and organize quarterly teleconference calls.

If you are interested in learning more about these positions, please contact a Board Member. We would be happy to answer any questions you may have. Keep in mind that the Membership Chair, Newsletter Editor and Teleconference Call Coordinator are not limited to one person so, please consider working with another member and share the responsibilities!

Looking Ahead...2013 Annual Conference

Written by Amber Capoun, Douglas County District Attorney's Office

We are pleased to announce that our 36th Annual Training and Business Conference will be held in Park City, Utah! A big thank you goes out to the Utah Department of Commerce, Consumer Protection for volunteering to be our host agency! NACPI has not been to Utah since 1985 so we are excited to make our presence again.

If you have suggestions for speakers and or topics, please do not hesitate to get in touch with an Executive Board Member or your regional Director. We will be happy to pass on the information. Help us to make next years conference a great one!

2012 Recognition Awards

Written by Tonya Hetzler, North Dakota Attorney General's Office

It was my pleasure as Interim President to present Recognition Awards during the General Business Meeting in Atlantic City, NJ. Partnership Awards were presented to **Bridgestone Retail Services** (Jerry Lott accepted the award) and **CARFAX** (Chris Basso accepted the award) for their support and dedication to NACPI. The Support to NACPI Award was presented to **Amber Capoun** in recognition of her initiative as Membership Chair, Newsletter Editor and host of the 2011 conference in Kansas City, Kansas. The Excellence in Leadership Award was presented to **Anna Huddleston-Aycock** for her outstanding and invaluable leadership as NACPI President over the past several years. Congratulations to these well-deserving recipients!

Newsletter Suggestions?

Is there something you would like to share with NACPI members? I need your help to make this newsletter a success! It is my hope to keep you up-to-date on upcoming conference details and other helpful information. Please send all newsletter suggestions to Amber Capoun, acapoun@douglas-county.com