

***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**

TENTATIVE 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 5:00 pm: **Roundtable Forum***
- 6:00 pm to 10:00 pm: **Networking Event – TBA**

TUESDAY, JULY 30

- 8:00 am to 9:00 am: **Continental 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 East Coast Regional Director, FTC
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: **Continental 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
Christopher Basso, Public Relations Manager, Carfax
- 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, click on the Annual Meetings link or call our Treasurer, LeAnn Lopez at 720-508-6200.