



***39th Annual North American
Consumer Protection Investigators
Training and Business Meeting***

July 24-27, 2016

Astor Crowne Plaza New Orleans
739 Canal Street
New Orleans, LA 70130
877-408-9661

Conference Agenda

“Consumer Protection...BIG, But Not Easy”

July 24-27, 2016

Sunday, July 24

12:00 pm to 4:00 pm: **NACPI Board of Directors Meeting & Working Lunch**
St. Ann

3:00 pm to 5:00 pm: **Registration**
St. Charles A

6:00 pm to 8:00 pm: **Welcome Reception**
St. Charles A

NACPI is excited to welcome the attendees of the 39th Annual North American Consumer Protection Investigators Training and Business Meeting in New Orleans, LA. Please join the Board of Directors, Conference Facilitation Committee and Louisiana Host Agency for an evening of networking, fun and laughter.

Monday, July 25

8:00 am to 8:30 am: **New Members Meeting**
Toulouse A&B

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**
Iberville Room

9:30 am to 10:30 am: **Opening Ceremonies**
Toulouse A&B

Welcoming Remarks
Jeff Landry - Louisiana Attorney General

10:30 am to 11:00 am: **Working with the Media: How We Can Help Each Other**

Keynote Speaker
Toulouse A&B
Cindy Galli, Senior Investigative Producer
ABC News

Sometimes your local or national media can pick up where your investigations leave off. Is there an element that you don't have the resources or reach to pursue? Is there a consumer you just can't help but feel strongly that he/she deserves attention? You don't have to work in your office's media relations to have a good understanding of not only how reporters work but how you can enjoy a good relationship with them.

11:00 am to 11:30 am:

What's New in Vehicle Fraud and Vehicle History
Toulouse A&B

Presenter:

Chris Basso, Public Relations Manager
Carfax

In spite of ongoing government, law enforcement and consumer group efforts, several car-related scams are on the rise. Learn which issues are affecting consumers nationwide and how vehicle history information helps investigators detect and combat vehicle fraud. Get an in-depth understanding of CARFAX data and services that are key assets to consumer protection investigators.

11:30 am to 12:30 pm:

CFPB Payday/Small Dollar Lending Enforcement
Toulouse A&B

Presenter:

Greg Nodler, Senior Counsel
Enforcement Policy & Strategy - CFPB

An overview of CFPB public enforcement actions related to payday, title, and small dollar lending and a discussion about how the CFPB and states can work together to protect consumers from harms associated with predatory lending.

12:30 pm to 2:00 pm:

Lunch on your own

2:00 pm to 5:00 pm:

Interview and Interrogation Skills
Toulouse A&B

Presenter:

Joseph Buckley
Reid School of Interviewing and Interrogation

The Reid School of Interviewing and Interrogation is used by the FBI, CIA, and countless other government and law enforcement agencies. Joe Buckley, president of the Reid School, will provide an introduction to the Reid technique.

6:00 pm to 9:00 pm:

Networking Event – Creole Queen

Step on board and cruise with us into the night where the sleepless activity of America's busiest port buzzes. The sounds of a lively jazz band fill the air as you enjoy a lavish Creole buffet in elegantly appointed dining rooms.

Tuesday, July 26

8:00 am to 9:00 am: **Continental Breakfast**
Iberville Room

9:00 am to 10:30 am: **What's being a month+ overdue among friends?**
Toulouse A&B

Presenter:

**Stephen G. McDonald, Deputy Attorney General
Delaware Department of Justice
Consumer Protection Unit**

Many states are experiencing sharp increases in scam phone calls where victims are told they own an IRS or Pay Day Loan debt, and threatened with immediate arrest unless they pay. While many of these scam calls are operated internationally, Stephen G. McDonald of the Delaware Department of Justice will be presenting on state-level approaches to these kinds of frauds including identifying local operators; tracing criminal proceeds; and best practices for prosecution.

10:45 am to 12:30 pm: **Dark side of the internet**
Toulouse A&B

Presenter:

**Corey Bourgeois, Digital Forensic Examiner
Louisiana Attorney General's Cyber Crime Unit**

A journey into the dangers of the modern internet and methods of protecting loved ones online.

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

2:00 pm to 3:15 pm: **General Business Meeting**
Toulouse A&B

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.

3:30 pm to 5:00 pm: **Roundtable Forum*****
Toulouse A&B

***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 Session gives 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.

Wednesday, July 27

8:00 am to 9:00 am: **Continental Breakfast**
Iberville Room

9:00 am to 10:00 am: **Mug Shots in the Age of New Media**
Toulouse A&B

Presenter:
Heather Miller, Digital Content Producer
WGNO

How people profit from mug shots online, and what, if anything, can be done to stop it.

10:15 am to 11:15 am: **Tax Refund Fraud and Identity Theft**
Toulouse A&B

Presenter:
Sam Zechenelly, Special Agent
Internal Revenue Service - Criminal Investigation

As one of the fastest growing crimes in America, Identity Theft affects everyone. In the Bureau of Justice Statistics publication titled, Victims of Identity Theft, an estimated 17.6 million persons were the victims of one or more incidents of identity theft in 2014. One fraudulent scheme that has emerged as a result of identity theft is the commission of criminal tax violations resulting from Stolen Identity Refund Fraud (SIRF). IRS-Criminal Investigation is the sole federal agency responsible for the investigation of federal income tax violations. In partnership with federal, state, and local law enforcement, IRS-CI has endeavored to identify and seek prosecution of the perpetrators of stolen identity refund fraud. In his presentation, Special Agent Sam Zechenelly will outline Stolen Identity Refund Fraud, IRS efforts to combat SIRF fraud schemes, and provide information about resources available to assist in the investigations of identity theft.

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: **Medicaid Fraud Investigations**
Toulouse A&B

Presenters:
Ellison Travis, Assistant Attorney General
LADOJ Medicaid Fraud Unit

Victoria Martin, Criminal Nurse Investigator
LADOJ Medicaid Fraud Unit

Learn the ins and outs of the investigation and prosecution of Dr. Fiaz Afzal for Medicaid Fraud.

3:15 pm to 4:15 pm:

The Motoring Consumer: Louisiana v. State Farm and Other Auto Issues
Toulouse A&B

Presenter:

Stacie deBlieux, Assistant Attorney General
LADOJ Antitrust/Public Protection Division

This presentation will cover the investigation of and legal issues surrounding the State of Louisiana's lawsuit over auto repair matters, as well as other general auto-related consumer issues.

4:15 pm to 5:00 pm:

Closing Ceremonies

5:00 pm to 7:00 pm:

NACPI Board of Directors Meeting & Working Dinner
St. Ann