



***36TH ANNUAL NORTH AMERICAN  
CONSUMER PROTECTION INVESTIGATORS  
TRAINING AND BUSINESS MEETING***

**AUGUST 4-7, 2013**

**PARK CITY MARRIOTT  
1895 SIDEWINDER DRIVE  
PARK CITY, UT 84060**

**CONFERENCE AGENDA**  
***“HELPING PEOPLE...HELPING INDUSTRY”***  
**AUGUST 4-7, 2013**

**SUNDAY, AUGUST 4**

12:00 pm to 4:00 pm:       **NACPI Board of Directors Meeting & Working Lunch**  
Executive Board Room

3:00 pm to 5:00 pm:       **Registration**  
Foyer B

6:00 pm to 8:00 pm:       **Welcome Reception & Dinner**  
Outside Patio

NACPI is excited to welcome the attendees of the 36th Annual North American Consumer Protection Investigators Training and Business Meeting in Park City, UT. Please join the Board of Directors, Conference Facilitation Committee and Utah Host Agency for an evening of networking, fun and laughter.

**MONDAY, AUGUST 5**

8:00 am to 8:30 am:       **New Members Meeting**  
Prospector 2

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**  
Silver Mine C

9:30 am to 11:30 am:      **Opening Ceremonies**  
Prospector 2

**Welcome Address:**  
**Dana Williams**  
**Mayor of Park City**

**Keynote Speaker:**  
**Alan Peters, Special Agent**  
**U.S. Department of Treasury**

11:30 am to 12:30 pm:     **White Collar Crime – Investigative Techniques**  
Prospector 2

**Presenter:**

**Michelle Pickens, Special Agent  
FBI**

Special Agent Michelle Pickens of the FBI's Public Corruption/Civil Rights Squad will discuss investigative techniques and best practices for conducting complex white collar crime investigations. These techniques have been gleaned from Ms. Pickens' hands-on experience and can be applied to a wide variety of cases.

12:30 pm to 2:00 pm:

**Lunch on your own**

2:00 pm to 3:15 pm:

**Enforcement Perspective on Telemarketing, Payday Loans, Affinity Fraud and other topics**

Prospector 2

**Presenters:**

**Jared Bingham, Attorney  
U.S. Postal Inspector**

**Chris Peterson, Attorney  
Consumer Financial Protection Bureau**

Attorneys from three of the country's most active anti-fraud agencies will talk about what it takes to have a successful enforcement action, and what local and state investigators can do to be most effective, with an emphasis on information sharing.

3:15 pm to 3:30 pm:

**Break**

3:30 pm to 5:00 pm:

**General Business Meeting**

Prospector 2

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.

5:15 pm to 10:30 pm:

**Networking Event – Zoom Park City**

Utilizing Park City's free downtown transportation, we will enjoy a nice evening at Robert Redford's restaurant, Zoom, located in the original Union Pacific Depot. Dinner will be followed with entertainment provided by Park City Ghost Tours.

## **TUESDAY, AUGUST 6**

8:00 am to 9:00 am: **Breakfast**  
Silver Mine C

9:00 am to 10:30 am: **Securities and Exchange Commission: Exciting Topics in Fraud**  
Prospector 2

**Presenter:**  
**Thomas M. Melton, Attorney**  
**Securities and Exchange Commission**

Mr. Melton will discuss exciting topics related to enforcement actions he has taken as an attorney for the Securities and Exchange Commission.

10:30 am to 10:45 pm: **Break**

10:45 am to 12:30 pm: **Timeshare Resale**  
Prospector 2

**Presenters:**  
**Sasha Velez, Investigations Supervisor – Regulatory Investigations Section**  
**Florida Department of Agriculture & Consumer Services**

**Adam Watson, Investigator**  
**Utah Division of Consumer Protection**

State investigators will discuss a prevalent time-share resell scam. Their discussion will focus on identifying potential scams and steps to take to minimize damage.

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

2:00 pm to 3:00 pm: **Digital Evidence Collection and Preservation**  
Prospector 2

**Presenter:**  
**Zachary Snow, Special Agent**  
**Utah Attorney General's Office**  
**Regional Computer Forensics Laboratory**

Computer experts explain bag and tag procedures for collecting and preserving digital evidence.

3:00 pm to 5:00 pm: **Roundtable Session\*\*\***  
Prospector 2

\*\*\*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.

## **WEDNESDAY, AUGUST 7**

8:00 am to 9:00 am: **Breakfast**  
Silver Mine C

9:00 am to 10:00 am: **Interview and Interrogation Skills  
Part 1**  
Prospector 2

**Presenter:**  
**Joe 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.

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

10:15 am to 11:15 am: **Interview and Interrogation Skills (Continued)  
Part 2**  
Prospector 2

**Presenter:**  
**Joe 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.

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:

**Tools of the Trade – Using Resources Effectively:  
Undercover Operations and International Outreach**

Prospector 2

**Presenters:**

**Doug McKenney, Investigator  
Federal Trade Commission**

**Martin Roy, Director of Investigation Services  
Consumer Services Branch, Alberta, Canada**

Doug McKenney has had great success investigating wire fraud and working with foreign law enforcement agencies to identify and prosecute perpetrators of wire fraud. Mr. McKenney will share his insight and tips gleaned from these investigations.

Martin Roy will discuss the benefits of using undercover techniques to gather facts and investigate fraud.

3:00 pm to 4:00 pm:

**Western Union**

Prospector 2

**Presenters:**

**Shelley Bernhardt, Director  
Consumer Protection for Western Union**

**Phil Hopkins  
VP of Security for Western Union**

Every day, millions of consumers rely on Western Union Money Transfer® services to send money to loved ones near and far. Western Union's Consumer Protection Program strives to educate consumers on safeguarding transactions and personal information, and avoiding fraud when using Western Union® services. An overview of the Consumer Protection Program will be presented along with how the Global Security Group can work with Law Enforcement.

4:00 pm:

**Closing Ceremonies**

5:00 pm to 7:00 pm:

**NACPI Board of Directors Meeting & Working Dinner**