



***41ST ANNUAL NORTH AMERICAN  
CONSUMER PROTECTION INVESTIGATORS  
TRAINING AND BUSINESS MEETING***

~

**JULY 22 TO 25, 2018**

**DOUBLETREE NASHVILLE DOWNTOWN  
315 4<sup>TH</sup> AVENUE  
NASHVILLE, TN 37219  
800-222-8733**

# CONFERENCE AGENDA

## JULY 22 –25, 2018

### SUNDAY, JULY 22

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

3:00 pm to 5:00 pm: **Registration**  
Outside Tennessee Ballroom

6:00 pm to 8:00 pm: **Welcome Reception**  
Tennessee Ballroom/Hartman Gallery

NACPI is excited to welcome the attendees of the 41<sup>st</sup> Annual North American Consumer Protection Investigators Training and Business Meeting in Nashville, TN. Please join the Board of Directors, Conference Facilitation Committee and Tennessee Host Agency for an evening of networking, fun, and laughter.

### MONDAY, JULY 23

8:00 am to 9:30 am: **Welcome Breakfast**  
Nashville

9:30 am to 11:30 am: **Opening Ceremonies**  
Nashville

**Welcoming Remarks**  
**Herbert H. Slatery III**  
**Attorney General & Reporter**  
**State of Tennessee**

**Keynote Speaker**  
**Honorable Don Cochran, United States Attorney**  
**Middle District of Tennessee**

11:30 am to 12:30 pm: **State Sanctioned Title Washing**  
Nashville

**Presenter:**  
**Ray Colas**  
**Director – Government Affairs**  
**LKQ Corporation**

We will review a deceptive practice which is legally allowed by law in several states across the nation.

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

2:00 pm to 3:00 pm:

**How to Avoid Being a Victim of Cyber Crime**

Nashville

**Presenter:**

**Scott Augenbaum**

**Retired FBI Special Agent**

Over the past three decades, Scott Augenbaum responded to thousands of Cyber Crime incidents and provided hundreds of computer intrusion threat briefings with the goal of educating the community on emerging computer intrusion threats and how not to be the victim of a data breach. In January 2018, he retired from the FBI and he shares his knowledge base to provide a unique training experience. He will scare you, make you laugh and provide you with a number of no-cost quick fixes to prevent you and your organization from becoming victims.

3:15 pm to 4:15 pm:

**Making a Difference with Investigative, Business and Consumer Reporting**

Nashville

**Presenter:**

**Jennifer Kraus**

**Consumer Investigative Reporter and Weekend Morning Anchor, Middle Tennessee News Channel 5**

4:15 pm to 5:00 pm:

**Ethics – Parallel Proceedings**

Nashville

**Presenter:**

**Olha Rybakoff, Senior Counsel**

**Tennessee Attorney General's Office**

This presentation will focus on a discussion of the ethical issues which may arise when an Attorney General's Office or other enforcement authority has the power to investigate and pursue civil and criminal proceedings involving the same matter. The discussion will cover the problems and pitfalls inherent in parallel proceedings, with a focus on ways to avoid them through best practices. The presentation will include a discussion of cases highlighting many of the issues discussed.

6:00 pm to 9:00 pm:

**Networking Event – Wildhorse Saloon**

The World-Famous Wildhorse Saloon is a live music and dance destination where music lovers come to catch the hottest in live entertainment, learn the newest dance steps and dine on award-winning Southern smokehouse cuisine.

## TUESDAY, JULY 24

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

9:00 am to 10:00 am: **Bio Identical Hormone Replacement Therapy (BHRT) Investigations**  
Nashville

**Presenters:**

**Carolyn Underwood Smith, Senior Counsel**  
**Tennessee Attorney General's Office**

**Brant Harrell, Senior Counsel**  
**Tennessee Attorney General's Office**

This presentation details the investigation of HRC Medical Centers, Inc.—a business that offered bio-identical hormone replacement therapy (BHRT)—and subsequent litigation by Tennessee involving multiple violations of the Tennessee Consumer Protection Act.

10:15 am to 11:15 pm: **Securities and Insurance Fraud Investigations**  
Nashville

**Presenter:**

**Frank Berger-Gilligan, Assistant Commissioner**  
**Tennessee Department of Commerce and Insurance,**  
**Securities Division**

This presentation will cover the basics of securities and insurance fraud investigations, including the applicable state and federal statutes, frequently used terms and concepts, common schemes and hot topics. The discussion will also highlight several recent cases—as well as some high-priority regulatory concerns—such as senior financial exploitation and initial coin offering (ICO) scams.

11:15 am to 12:30 pm: **Charities Investigations**  
Nashville

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

2:00 pm to 3:15 pm: **General Business Meeting**  
Nashville

This meeting is open to all NACPI conference attendees and we strongly encourage you to attend. The meeting will cover topics such as possible sites of future NACPI conferences, details of next years' conference, and a detailed explanation of NACPI's budget by NACPI's treasurer. This forum is a time for candid dialogue with each other and with NACPI Board Members about current events and issues.

3:30 pm to 5:00 pm: **Roundtable Forum\*\*\***  
Nashville

A favorite of many of our attendees, the Roundtable Session gives members an opportunity to share past and present investigations with their colleagues. Find out how other members and their agencies can assist you in a case. This will be conducted in a secure room.

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

## **WEDNESDAY, JULY 25**

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

9:00 am to 10:00 am: **Investigations Involving the Elderly**  
Nashville

**Presenters:**

**Renee Bouchillon, Adult Protective Services Program Director**  
**Tennessee Department of Human Services**

**Laura Brown, General Counsel, State Legal Assistance Developer, Elder Rights Director**  
**Tennessee Commission on Aging and Disability**

**Frank Borger-Gilligan, Assistant Commissioner**  
**Tennessee Department of Commerce and Insurance,**  
**Securities Division**

The presenters will discuss current fraud schemes that target the elderly population.

10:15 am to 11:15 pm: **Fraud Schemes Affecting Our Military and Families**  
Nashville

**Presenter:**

**David Riddick, Legal Assistance Attorney**

This presentation will discuss consumer protection issues that affect our military.

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

NACPI is made up of representatives from around North America. At your regional meeting, you will meet other members in your local area that may prove to be valuable resources to you. During your regional meetings you will also be responsible for voting for 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: **Unauthorized Practice of Law**  
Nashville

**Presenters:**

**Travis Brown, Assistant Attorney General**  
**Consumer Protection and Advocate Division, Tennessee**  
**Attorney General's Office**

**Daniel Phillip Whitaker, III, Assistant Attorney General**  
**Consumer Protection and Advocate Division, Tennessee**  
**Attorney General's Office**

"I'm not an attorney but I did stay at a Holiday Inn Express last night." Recent trends in the World of Unauthorized Practice of Law (UPL).

3:15 pm to 4:15 pm: **Interfacing Between Investigators and Lawyers**  
Nashville

**Presenter:**

**Scott Sutherland, Deputy Attorney General, Tennessee**  
**Attorney General's Office**

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

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