



***40th Annual North American  
Consumer Protection Investigators  
Training and Business Meeting***

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**July 30 - August 2, 2017**

Great Wolf Lodge  
1400 Great Wolf Drive  
Wisconsin Dells, WI 53965  
866-979-9653

# Conference Agenda

## July 30 – August 2, 2017

### Sunday, July 30

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

3:00 pm to 5:00 pm: **Registration**  
Outside Black Wolf

6:00 pm to 8:00 pm: **Welcome Reception**  
Black Wolf

NACPI is excited to welcome the attendees of the 40th Annual North American Consumer Protection Investigators Training and Business Meeting in Wisconsin Dells, WI. Please join the Board of Directors, Conference Facilitation Committee and Wisconsin Host Agency for an evening of networking, fun and laughter.

### Monday, July 31

8:00 am to 8:30 am: **New Members Meeting**  
Black Wolf

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**  
Red Wolf

9:30 am to 10:30 am: **Opening Ceremonies**  
Black Wolf

**Welcoming Remarks**  
**David Meany – Administrator – Division of Legal Services**  
**Wisconsin Department of Justice**

10:30 am to 12:30 pm: **Crime and Social Media**  
Black Wolf

**Presenter:**  
**George Chavez**  
**Madison Police Department**

The class will look at social media and the role it plays in crime today. We will look at open source searching, hurdles for Law Enforcement and Investigators and how these hurdles impact investigations. We will discuss Officer Safety and the Internet as well as your activity on the web. We all have a digital footprint, what do you have out there? We will also look at how departments are developing policies to deal with social media including the creation of undercover accounts. We will discuss

where do we go from here, technology is always changing and improving what resources are out there for Law Enforcement to help combat internet crimes.

12:30 pm to 2:00 pm:

**Lunch on your own**

2:00 pm to 3:00 pm:

**Investigating Tax Fraud**

Black Wolf

**Presenter:**

**Michael Austin, Special Agent  
Wisconsin Department of Revenue**

A discussion on conducting criminal investigations relating to tax and white collar crimes.

3:00 pm to 3:15 pm:

**Break**

3:15 pm to 4:15 pm:

**Skimming Devices - What to look for**

Black Wolf

**Presenter:**

**Shane Hoffmann, Special Agent  
FBI - Milwaukee Criminal Division**

**Jonathan Holmes, Special Agent  
FBI - Milwaukee Criminal Division**

Focus will be on gas station pump skimming operations.

4:15 pm to 5:00 pm:

**Investigating Post-Repair Wheel Failure**

Black Wolf

**Presenter:**

**Jim Mueller, Vice President of Sales & Service  
Team Torque, Inc.**

This presentation will address consumer complaints of property damage/personal injury caused by wheels (tires) falling off vehicles after repairs or maintenance. Team Torque, Inc. wants investigators to understand how and why such incidents occur - and what issues to consider when performing an investigation.

6:00 pm to 9:00 pm:

**Networking Event - Paul Bunyan's Lumberjack Show**

The Dells Lumberjack Show brings a new brand of family entertainment to Wisconsin Dells like no other! Truly, this is a one-of-a-kind family show guaranteed to please young and old alike. Dells Lumberjack Show features events such as the Standing Block Chop, Axe Throw, Spring Board Chop, Obstacle Pole, Hot Saw, Log Roll, and many more performed by professional lumberjacks, medalists and athletes. We will also enjoy a Paul Bunyan's Lumberjack meal at Paul Bunyan's Cook Shanty.

## **Tuesday, August 1**

8:00 am to 9:00 am:

**Continental Breakfast**

Red Wolf

9:00 am to 10:00 am:

**OEM Myths vs. Aftermarket Facts**

Black Wolf

**Presenter:**

**Ray Colas, Director – Government Affairs  
LKQ Corporation**

Are aftermarket parts as safe as original equipment?  
That's the question many consumers ask at the collision repair shop. Aftermarket parts are easier on the wallet, but debate has swirled for years over whether these 3<sup>rd</sup> party components are comparable to ones from the automakers.

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

10:15 am to 11:15am: **Landlord Tenant**  
Black Wolf

**Presenter:**

**Laura McFarlane, Assistant Attorney General  
Wisconsin Department of Justice – Consumer Protection Unit**

Lessons learned from landlord-tenant litigation. What should investigators be looking for when preparing a landlord-tenant case for prosecution.

11:15 am to 12:30 pm: **Debt Consolidation/Settlement**  
Black Wolf

**Presenter:**

**Lara Sutherlin, Assistant Attorney General  
Wisconsin Department of Justice – Consumer Protection Unit**

A Discussion of the evolution of predatory debt settlement companies that target unsecured consumer debt – credit cards, student loans, medical bills and taxes – important investigative tools for pursuing them.

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

2:00 pm to 3:15 pm: **General Business Meeting**  
Black Wolf

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\*\*\***  
Black Wolf

\*\*\*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, August 2

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

9:00 am to 10:15 am: **Securities/Investment Fraud**  
Black Wolf

**Presenters:**

**Lewis Beilin, Assistant Attorney General**  
**Wisconsin Department of Justice – Consumer Protection Unit**

**Scott Conwell, Securities Examiner**  
**Wisconsin Department of Financial Institutions**

This is a presentation about the discovery, investigation and prosecution of securities fraud in the Wisconsin Funeral Trust in 2012-2013. Scott and Lewis will talk about the rise of the “pre-need funeral services” contract and pooled trusts; how mismanagement of the Wisconsin funeral trust was identified in financial records; and how the Wisconsin Department of Financial Institutions used the new provisions in securities law to get the trust back onto sound financial footing.

10:15 am to 10:30 am: **Break**

10:30 am to 11:15 am: **Depo Do’s & Don’ts**  
Black Wolf

**Presenter:**

**Francis X. Sullivan, Consumer Protection Unit Director**  
**Wisconsin Department of Justice**

This presentation will focus on depositions – preparing for your deposition, getting through it with your sanity and professional reputation intact, and what you need to do after it’s over.

11:15 am to 12:30 pm: **Regional Meetings**  
Black Wolf

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: **Investigating Techniques – Instructional**  
Black Wolf

**Presenter:**

**Russell Black, Auditor/Investigator**

**Wisconsin Department of Justice – Medicaid Fraud Unit**

Providing a guideline for conducting criminal and administrative investigations.

3:00 pm to 3:15 pm:

**Break**

3:15 pm to 4:15 pm:

**Investigative Techniques – Hands on Exercise**  
Black Wolf

**Presenter:**

**Russell Black, Auditor/Investigator**

**Wisconsin Department of Justice – Medicaid Fraud Unit**

As a follow up to the investigating techniques instructional session, be prepared to receive additional investigating techniques with hands on training.

4:15 pm to 5:00 pm:

**Closing Ceremonies**  
Black Wolf

5:00 pm to 7:00 pm:

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