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A New Record Hit at Commercial Collection Agencies of America's Semi-Annual Meeting

April 15, 2019-Chicago-The attendance at Commercial Collection Agencies of America's semi-annual spring meeting in New Orleans, Louisiana hit a new record, as the meeting attracted more members, guests, vendors, speakers and friends than any other semi-annual meeting in the Association's past.

The plentiful educational sessions included: *Collection Agency Licensing and Best Practices in the Eyes of Credit Practitioners*, as well as *Steps to Improve Data Security* and *Exploring Escheatment*, which were offered by Independent Standards Board Chairman, Manuel Newburger. Through the Association's alliance with NACARA-North American Collection Agency Regulatory Association, state regulators from four different states, as well as a representative from the Conference of State Bank Supervisors presented useful recommendations for properly preparing for a state regulatory audit, as well as using the NMLS.

Debuting at the New Orleans meeting, the Association's newest initiative, Young Professionals in Collection (YPIC) presented, *Networking, Selling Yourself & Building Your Own Brand*. Four members of the seventeen (17) person initiative gave attendees an insight into the criticality of effective branding, as well as managing a firm's social media presence, including how to navigate online reviews.

To complement the stellar education offered at each meeting, effective and unique networking is always an important component of Commercial Collection Agencies of America's meetings. The New Orleans ballroom was packed for the session, *Forwarders & Receivers*, the hybrid education/networking time set aside for members to discuss solutions to day-to-day issues with effective peer dialogue.

Another highlight of the meeting was the famous networking event, the Triadic Tournament, which has become a staple at each conference. Teams are randomly selected and consist of members from the three business groups: commercial collection agencies, attorneys and law list publishers. Teams compete and, at the same time, get acquainted at a fun, social event. During this meeting's Tournament, *Casino Spectacular*, member teams, donning different colored visors traveled together from casino game to casino game to "play the odds" and "beat the house". An enjoyable time was had by all!

On Saturday, the Open Forum featured a review of the different types of compliance audits and also featured Dun & Bradstreet's session on its new collection tool. Following the Open Forum, the Association discussed the organization's business at the General Membership meeting, which included a vote to donate to the American Diabetes Association through the Association's initiative, ***Commercial Collection Agencies of America Gives Back***.

Commercial Collection Agencies of America is an organization of commercial collection agencies, creditors' rights attorneys and law list publishers, many of whom have been certified for over four decades. It is the only certifying body in which all agency members are certified. For more information or to locate a certified commercial collection agency, please visit, www.commercialcollectionagenciesofamerica.com.