2020 Examiners’ & Consumer Services School
September 22 – 25, 2020

**A VIRTUAL EVENT**

DRAFT AGENDA
(Updated 9/1/2020)

TUESDAY – September 22, 2020

General Session Topics Awaiting Time Slot Confirmation - Consumer Issues During COVID; Small Dollar Loan Rule & CFPB Enforcement Update; The Changing Face of the Lending Market - From Income Sharing to Litigation Lending and “No-Recourse” Products.

1:30 pm – 1:45 pm  Welcome & Opening Remarks
1:45 pm – 2:30 pm  General Session Topic TBD
2:30 pm – 2:40 pm  Break
2:40 pm - 3:15 pm  General Session Topic TBD
3:15 pm - 3:25 pm  Break
3:25 pm - 4:25 pm  Round Table Discussion
4:25 pm – 4:30 pm  End of Day Remarks

WEDNESDAY – September 23, 2020

Topics Awaiting Time Slot Confirmation - Examining During COVID-19; Spotting Elder Abuse During an Exam; Outreach Methods During COVID

1:30 pm – 1:40 pm  Opening Remarks
1:40 pm – 2:30 pm  Session TBD
2:30 pm – 2:40 pm  Break/ Speaker Transition
2:40 pm – 3:25 pm  Session TBD
3:25 pm – 3:35 pm  Break/ Speaker Transition
3:35 pm – 4:25 pm  Session TBD
4:25 pm – 4:30 pm  End of Day Remarks
**THURSDAY – September 24, 2020**

Topics Awaiting Time Slot Confirmation: Coordinated Exams: Roles of SPOCs & EICs & Pros & Cons; NACCA Frameworks; What does the future hold (ie: Multistate)?; Credit Repair Scams: Separating legitimate Credit Repair activity from scams and fraud; NMLS Consumer Complaint System

1:30 pm – 1:40 pm  Opening Remarks
1:40 pm – 2:30 pm  Session TBD
2:30 pm – 2:40 pm  Break/ Speaker Transition
2:40 pm – 3:25 pm  Session TBD
3:25 pm – 3:35 pm  Break/ Speaker Transition
3:35 pm – 4:25 pm  Session TBD
4:25 pm – 4:30 pm  End of Day Remarks

**FRIDAY – September 25, 2020**

See General Session Topics Awaiting Time Slot Confirmation listed under Tuesday’s header.

1:30 pm – 1:35 pm  Opening Remarks
1:35 pm – 2:35 pm  General Session Topic TBD
2:35 pm – 2:45 pm  Break
2:45 pm – 4:15 pm  Roundtable
4:15 pm – 4:20 pm  Closing Remarks & Adjournment

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