

**TRMA Fall 2024 Conference
September 16-18, 2024
Agenda**

Updated 7/30/2024 - Subject to Change

Monday, September 16, 2024

Time	Session
4:00 p.m. – 5:00 p.m.	Business Affiliate Meeting
	Voting Member Meeting
5:30 pm – 7:00 pm	Welcome Reception (<i>Drinks & Appetizers</i>)
7:00 pm	Dinner on your own

Tuesday September 17, 2024

Time	Session
8:00 am – 9:00 am	Breakfast
9:00 am – 10:00 am	Welcome and Keynote Address <i>Leading in Times of Uncertainty, Jeff Butler</i>
10:00 am – 10:15 am	Break
10:15 am – 11:00 am	Model Governance - Equifax, TransUnion, and Experian <i>This panel discussion will focus on what changes have occurred during the last several years (since COVID); how we are managing with the new regulations; and how the elections may change things for 2025 and beyond.</i>
11:00 am – 11:45 am	Digital Collections <i>This panel discussion will include case studies highlighting various aspects of digital collection “wins,” including improving contact rates and open rates as well as how white-labeled AI-driven software is used to manage in-house delinquency communications.</i>
11:45 am – 1:00 pm	Lunch
11:45 am – 1:00 pm	Newcomers Lunch
1:00 pm – 1:45 pm	Speed Dating
1:45 pm – 2:30 pm	Fraud Attacks <i>During this fireside chat, voting members will discuss channel friction, ATO, tools in the marketplace, and how to continue to serve clients with speed.</i>

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Time	Session
2:30 pm – 2:45 pm	Break
2:45 pm – 3:45 pm	AI <i>This panel brings together legal and product experts to discuss their views on AI across the collections ecosystem, covering topics such as ensuring data privacy and security in AI systems; addressing the inadvertent perpetuation of biases by AI systems and related ethical implications; and navigating increased regulatory scrutiny demanding transparency and accountability in AI decision-making processes.</i>
3:45 pm – 4:00 pm	Closing Remarks
4:00 pm – 4:30 pm	Break
4:30 pm – 6:00 pm	Networking Reception (Mercat's Blackstone Hotel)
6:00 pm	Dinner on Your Own

Wednesday, September 18, 2024

Time	Session
8:00 am – 9:00 am	Breakfast
9:00 am – 10:00 am	Payment Methods - Authentic ID and Valor <i>This session will focus on the benefits of adding payment options to improve recoveries and customer satisfaction and what companies can do to improve security and prevent fraud when taking payments.</i>
10:00 am – 10:45 am	Economic Update - Experian <i>In this session, our expert will walk through the macro and microeconomic landscape and core credit data and reveal signals to help telecom companies navigate a complex economic period with strategies to maximize engagement and profitability in these constantly changing times to get ahead of customer expectations.</i>
10:45 am – 11:15 am	Break
11:15 am – 12:00 pm	B2B lending and how to minimize risk in the B2B channel <i>This session will focus on best practices when processing commercial credit applications including "Know your customer" and how creditors can minimize their risk.</i>
12:00 pm – 12:15 pm	Closing Remarks
12:15 pm – 1:30 pm	Lunch