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March 16th Sessions

(Eastern Time Zone)

11:00 AM - 11:45 AM

Newcomers Orientation

12:00 PM - 12:15 PM

Welcome

12:15 PM - 1:15 PM

2021: Dramatic Changes to TCPA Landscape from the FCC to the Supreme Court – Calling Cell P

With a flurry of activity by the Federal Communications last year, 2021 will result in a seismic change in
Last year also saw unprecedented interest by the Supreme Court in TCPA related issues. The Supreme

David Kaminski (Carlson & Messer LLP) - Partner

Topic: **Regulatory**

1:15 PM - 1:30 PM

Networking: Kahoot! Trivia Break

1:30 PM - 1:45 PM

Break

1:45 PM - 2:15 PM

Breakout Sessions

Session 1: Transparency in the Use of AI for Credit and Fraud Decisions

Artificial Intelligence (AI), including Machine Learning (ML), has grown to become a widely applied discipline
This presentation will include a primer on AI and ML in the context of credit and fraud decisions, explaining

Vijay Ravichandran (TransUnion) - Manager, Data Science and Analytics

Topic: **Utilization and Ethics Surrounding Artificial Intelligence**

Session 2: Cox Communication Case Study on Best Practices in Omni-channel Collections

This case study session hosted with Cox Communication will highlight the latest trends and successes in

John Craven, Sr. (Cox Communication) - Enterprise Director Receivables Management

AJ Travagline (FICO) - Senior Consultant

Topic: **Collections**

2:15 PM - 2:45 PM

Building an Industry Multifactor Authentication Platform to Prevent Mobile Identify Fraud

As hackers take their social engineering fakes to mobile devices, wireless carriers are prioritizing authentication

In this session, ZenKey will share the collaborative effort to build a multifactor identify authentication platform

Simon Marchand, CFE, Adm.A. (Nuance) - Chief Fraud Prevention Officer

Venkat Korvi (ZenKey) - Chief Product Officer

Topic: **Fraud**

2:45 PM - 3:45 PM

Networking: Code Break Challenge

You and your fellow attendees will be divided into groups to solve codes/riddles. The winning team will have

March 17th Sessions

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1:00 PM - 1:15 PM

Welcome

1:15 PM - 2:15 PM

T-Mobile, Comcast and Cox Panel to Discuss Collection and Churn Strategies During the Pandemic

Balancing collection results and driving increased customer engagement can be tricky. How are you handling

Rebecca Murphy (FICO) - Telecom, Media, and Entertainment Solution Leader

Thushan Wijesinghe (T-Mobile) - Director, Data Science/Risk Modeling, BI and Data Eng.

John Craven, Sr. (Cox Communication) - Enterprise Director of Receivables Management Center

Sir Guy Epps (Comcast) - Senior Director, Collections

Topic:	Collections
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2:15 PM - 2:45 PM

Doing Business in the Digital Era - Let's Get Digital

The pandemic necessitated a shift in business operations and changed customer expectations as people

Jennifer Ostyn	(Equifax) - Senior Vice President Emerging Markets
Terry Burks	(Equifax) - Commercial Product Specialist

Topic:	Driving Efficiency
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2:45 PM - 3:00 PM

Networking: Kahoot! Trivia Break

3:00 PM - 3:15 PM

Break

3:15 PM - 3:45 PM

Breakout Sessions

Session 1: Fighting Fraud in a Digitized Age

In this new digitized age, telecommunication companies need to balance providing a great customer experience. In this session, UScellular and LexisNexis Risk Solutions will share a real-world case study on how their

Chris Schnieper	(LexisNexis Risk Solutions) - Director, Fraud and Identity
John Stevenson	(UScellular) - Senior Director, Financial Services
Terrence Radl	(UScellular) - Vendor Manager

Topic:	Fraud
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Session 2: Advanced Analytics for the Speed of Today

How much could you increase growth and profitability with better-performing models and strategies, developed

Mark Soffiatti	(Experian) - Analytical Consulting, Senior Manager
Julius Heim	(Experian) - Senior Director of Data Science Products

Topic:	Credit
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3:45 PM - 4:15 PM

Everything You Need to Know about the CFPB's Final Debt Collection Rule

This presentation will break down parts 1 and 2 of the CFPB's final debt collection rule and the impact it

Jason Queener	(LiveVox) - Senior Director of Business Consultation
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Mark Mallah	(LiveVox) - General Counsel
Joann Needleman	(Clark Hill PLC) - Practice Counselor, Financial Services Regulatory & Compliance

Topic:	Collections
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4:15 PM - 5:15 PM

Networking: Cyber-Security Escape Room

Attendees will be divided into groups and will be led through a Virtual Escape Room. With [enjoy this informational video](#)