

Speaking Engagements | April 21, 2025 | 7:30 AM - 4:30 PM CT

America's Credit Unions Regulatory Compliance Certification School 2025

Fairmont
101 Red River Street
Austin, TX

SPEAKERS

[Mary C. Zinsner](#) | [Taylor R. Gess](#)

Monday, April 21 • 7:30 a.m. – 4:30 p.m. ET

Mary Zinsner and Taylor Gess will be speaking at the upcoming America's Credit Unions Regulatory Compliance Certification School 2025.

Mary will be participating in the “Check Fraud Trends” and “Navigating Litigation Trends and Consumer Disputes” panels during the recertification track.

Check Fraud Trends Panel: In 2023, financial institutions reported nearly 680,000 suspicious activity reports (SARs) related to check fraud, marking a 90% increase from 2021. Consumers lost more than \$10 billion to fraud in 2023, a 14% increase over 2022. These statistics highlight the growing threat of check fraud and the need for advanced detection and prevention strategies. This panel will provide insights and explore solutions to these escalating threats.

Navigating Litigation Trends & Consumer Disputes Panel: Stay ahead of evolving litigation trends affecting credit unions. This panel will cover the latest trends and best practices for preventing lawsuits, handling regulatory challenges, and protecting your institution's reputation. Attendees will explore recent cases, legal risks, and strategies to balance compliance responsibilities while advocating for their credit unions. Gain insights on effectively managing consumer complaints and disputes.

Taylor will be participating in the “Telephone Consumer Protection Act (TCPA) Basics” panel during the certification track. Key topics such as the Do Not Call Rule, autodialed calls, and obtaining consent to call will be discussed.

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