

Speaking Engagements | July 28, 2020

Defending Collection Disputes in the COVID-19 and Economic Downturn Climate

SPEAKERS

[Stephen J. Steinlight](#) | [Maryia Y. Jones](#)

Tuesday, July 28 • 1:00 – 2:00 p.m. ET

Gain an understanding on collection claims and how to defend against them.

The credit and collection industry remains under an increased scrutiny from the regulators and a target of the aggressive consumer bar. In 2018, courts issued a number of seminal decisions with significant impact on the industry and, in particular, the use of technology in collections. This topic is critical to understanding the hot-button issues facing the industry, including commonly-brought claims under the Fair Debt Collection Practices Act, Telephone Consumer Protection Act, and Fair Credit Reporting Act. This material will analyze potential strategies for defending against such claims brought on a class basis and will help credit and collection professionals to assess their policies and procedures for compliance while identifying areas of potential exposure. This material will arm you with the valuable knowledge necessary to mitigate the risks of litigation and enforcement actions.

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