



Educational Offerings

How to Maintain a Strong Culture of Compliance
September 19, 2017 – 9:00 am PT/11:00 am CT/12:00 pm ET
One (1) Education Credit toward Certification/Recertification

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Compliance culture cannot be built by the Compliance Officer alone; it starts at the top and takes a company-wide effort! Once you build it, you must have a solid foundation to maintain it. We will discuss best practices to maintain your company's compliance culture and ways to continually create positive change within leadership teams, among employees, and with business partners.

Pricing

Member: \$64 (or purchase all 6 webinars for \$300, saving over \$80!)

Non-Member: \$94

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Course Presenters:



Anne Thomas is the Chief Compliance Officer and Senior Compliance Counsel of Cavalry Portfolio Services, LLC. As part of her role, Anne is responsible to design, implement, and monitor the Compliance Management System. Prior to working at Cavalry, Anne was the managing Attorney at her law office. She is a member of the Receivables Management Association International (RMA) Board of Directors and is also a RMA Certified Receivables Compliance Professional. Anne is an ACA International (ACA) Credit and Collection Compliance Officer and has received ACA's Scholar and Fellow designations.



Doris Hektor is the VP, Chief Compliance Officer at Encore Capital Group, Inc. In this role, Ms. Hektor is primarily responsible for overseeing and managing compliance within the organization, ensuring that the company and its employees are complying with regulatory requirements and internal policies and procedures. She is also responsible for establishing standards and implementing processes to ensure that Encore's Compliance Management System is effective and efficient in identifying, preventing, detecting, and correcting noncompliance with applicable rules and regulations.

Ms. Hektor has over 20 years of legal and compliance experience in international banking and finance. She joined Encore from JP Morgan Chase, New York, where her last position held was as SVP/Managing Director Strategy and Development Consumer and Community Banking Compliance.



Kelly Knepper-Stephens is General Counsel and Chief Compliance Officer for Stoneleigh Recovery Associates, LLC, a debt recovery solutions company. Her work focuses on government regulation, compliance, and civil litigation; she advises her employer and its clients on the FDCPA, FCRA, TCPA, GLBA, HIPAA, and other federal and state regulations. She is an RMA Certified Receivables Compliance Professional and has earned the Credit and Collection Compliance Officer designation from ACA International. Kelly serves on the Receivables Management Association International (RMA) Board of Directors and the Editorial Review Board for the Compliance Professionals Forum. She also served as a Small Entity Representative (SER) for the Arbitration and Debt Collection Rulemakings. *Collection Advisor* magazine named Kelly one of the Top 25 Women in Collections in 2016.