



Educational Offerings

**Cease-and-Desist Demands, Response
Techniques and Best Practices**
October 16, 2018 – 9:00am PT/11:00am CT/12:00pm ET
One (1) Education Credit toward Certification/Recertification

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During this presentation, the panel will review the current state of federal and state law on consumer cease-and-desist requests, as well as provide effective response techniques and best practice recommendations for navigating this complex issue. In particular, they will examine methods for discerning consumer intent and the scope of such requests, and how to react in accordance with applicable law. Finally, the panel will cover how to respond when consumers say they are represented by counsel, and how to determine whether a cease and desist request constitutes a dispute (and vice versa). Attendees will leave with a fuller understanding of these issues and the attendant legal uncertainties, as well as ideas for controls and practices they can implement to help minimize potential risks

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Member: *Free

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Non – Member: \$94

Course Presenters:



Ron Canter is the founding member of The Law Offices of Ronald S. Canter, LLC of Rockville, Maryland. He is a member of the Bars of Maryland, Pennsylvania, Florida, Virginia and the District of Columbia. He is also admitted to practice in federal courts through the United States, including the Supreme Court and several courts of appeal.

Mr. Canter has been engaged in the private practice of law since 1980. He is a recognized authority on creditor's rights and the regulation of collection practices. He has represented creditors, attorneys and collection agencies in complex litigation including class action defense in both Federal and state courts.



Chuck Dodge is a financial services regulatory compliance lawyer and a partner in Hudson Cook's Maryland office. His practice focuses on state and federal legal issues related to consumer and commercial debt servicing and collection by creditors, asset purchasers and debt collectors. Chuck also works regularly with national, regional and local creditors on consumer credit compliance issues from origination through servicing and recovery. Chuck is a member of RMA's Education Committee and ACA International's Member Attorney Program. He is a graduate of the Francis King Carey School of Law at the University of Maryland and graduated with a dual degree in Economics (with honors) and Spanish from Lafayette College.