



# Educational Offerings

## CCO: Bridging the Gap: Compliant Communications with Millennials & iGens

November 27, 2018 – 9:00am PT/11:00am CT/12:00pm ET

One (1) Education Credit toward Certification/Recertification

The Millennial and iGeneration consumers have used the internet since their early days and are comfortable with technology and interacting on social media. This CCO webinar will focus on the compliant methods and tools that must be used to reach these new consumers. Whether text, email, social media or the next new communication method, be prepared for the next generation of collection.

[Register](#)

### Pricing:

**Member:** \$64

(Purchase the entire series for \$200 and save over \$50!)

**Non – Member:** \$94

### Course Presenters:



**John H. Bedard, Jr.** is the managing attorney of Bedard Law Group, P.C. located in Atlanta, Georgia. John represents creditors, asset buyers, and debt collectors nationwide helping them stay in compliance with state and federal law. He also manages the nationwide litigation for several collection agencies and focuses his litigation practice on FDCPA, TCPA, and FCRA defense. John's practice also focuses on defending regulatory actions including CFPB investigations and travels the country performing CFPB readiness audits for the collection industry. He received his law degree from the Syracuse University College of Law and his undergraduate degree in Economics from the Pennsylvania State University.



**Kelly Knepper-Stephens** is General Counsel for TrueAccord. 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. Kelly serves on the RMA International Board of Directors, the Editorial Review Board for the Compliance Professionals Forum, and is an ACA International Certified Instructor. 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.