



FCA 2024 Conference Agenda

October 7-9



Unlock Your Success in the FL Keys!

**THANK YOU TO OUR
PLATINUM SPONSOR:**



AGENDA:

Monday, October 7

1:00 – 2:00 p.m.	Roberts Rules of Order Training <i>@Bougainvillea II (Limited space RSVP will be required)</i> Richard Perr, Kaufman Dolowich, with offices in Orlando and Ft. Lauderdale, FL
5:00 – 6:30 p.m.	Opening Welcome Reception and Vendor Networking <i>@North Beach at Hotel (if inclement weather, Islamorada Ballroom Veranda)</i>
6:30 p.m.	Dinner on Own

Tuesday, October 8

Sunrise Ballroom

8:00 – 8:30 a.m.	Breakfast and Vendor Networking
8:30 – 8:45 a.m.	Opening Remarks Pamela Kirchner, FCA President, BCA Financial Services, Palmetto Bay, FL
8:45 – 9:45 a.m.	Unlock Your Leadership Potential: “Heros” David Kelley, The Preferred Group of Tampa, Tampa, FL
9:45 – 10:00 a.m.	A Word From our Sponsors Platinum Sponsor Michelle Howard, Director of Operations, TRGT Legal Gold Sponsors Dani Schmidt, Sales Executive, PaymentVision Victoria Pirrung, Senior Regional Manager, Repay Todd Jenkins, Vice President, Business Development, Solutions by Text
10:00 – 10:15 a.m.	Break and Vendor Networking
10:15 – 11:15 a.m.	Legal Technology and Compliance in Debt Collection: Navigating Digital Communication Tim Collins, InDebted USA, Inc., Anaheim, CA
11:15 – 11:25 a.m.	Diamond Sponsor Presentation Vincent Iacono, President & CEO, TrakAmerica

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Tuesday, October 8 (Continued)

Sunrise Ballroom

11:25 – 12:30 p.m.	Lunch
12:30 – 1:00 p.m.	FCA Annual Business Meeting with Special Guest ACA President Tim Haag
1:00 – 2:00 p.m.	Everything You Need to Know About Healthcare Collections Richard Perr, <i>Kaufman Dolowich</i> Mike Frost, <i>Frost Echols LLC, Cedar Falls, IA</i>
2:00 – 2:15 p.m.	Sponsors on the Big Screen (Bite-Size Infomercials)
2:15 – 2:45 p.m.	Break and Vendor Networking
2:45 – 3:45 p.m.	2024 Florida Legislative Update: Key Changes Impacting Debt Collection Jack Brown, <i>Gulf Coast, Sarasota, FL</i> Jennifer Wilson, <i>Florida Law & Advocacy Group, Tampa, FL</i>
3:45 – 4:45 p.m.	Awakening the Flame: Rediscovering Inspiration in Work and Life Kelli Van Cleave, <i>ACA International, Eagan, MN</i>
6:00 – 8:00 p.m.	Vendor Networking Event: Reception, Informal Dinner, and Cornhole Tournament <i>@Beach Cafe at Morada Bay, 81600 Overseas Hwy, 0.3 miles away. On-site parking is available.</i>

Wednesday, October 9

Sunrise Ballroom

8:00 – 8:30 a.m.	Breakfast and Vendor Networking
8:30 – 10:00 a.m.	Be in the Room Where It Happens: Solving the People Puzzle Together! <i>Moderated by Kelli Van Cleave, ACA International, Eagan, MN</i>
10:00 – 10:30 a.m.	Morning Break and Vendor Networking
10:30 – 11:30 a.m.	Vendor Best Practices Roundtable Speed Session <i>Moderated by FCA's Vendor Relationship Enhancement and Recognition Committee</i>
11:30 – 12:30 p.m.	When One Door Closes Another Opens Jack Brown, <i>Gulf Coast, Sarasota, FL</i> , Tim Haag, <i>State Collection Service, Madison, WI</i> David Kelley, <i>The Preferred Group of Tampa, Tampa, FL</i> Pamela Kirchner, <i>BCA Financial Services, Palmetto Bay, FL</i>
12:30 p.m.	Adjourn - Enjoy the resort for the remainder of your stay!

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WiFi Information: Network Name: Cheeca Guest Password: relax2024