

# **NACPI**

**NORTH AMERICAN CONSUMER PROTECTION INVESTIGATORS**

***42ND ANNUAL NORTH AMERICAN  
CONSUMER PROTECTION INVESTIGATORS  
TRAINING AND BUSINESS MEETING***

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**JULY 28 TO 31, 2019**

**CROWNE PLAZA CLEVELAND AT PLAYHOUSE SQUARE  
1260 EUCLID AVENUE  
CLEVELAND, OH 44115  
800-227-6963**

# CONFERENCE AGENDA

## JULY 28 – 31, 2019

### SUNDAY, JULY 28

12:00 pm to 4:00 pm: **NACPI Board of Directors Meeting & Working Lunch**

3:00 pm to 5:00 pm: **Registration**

6:00 pm to 8:00 pm: **Welcome Reception**  
Palace II

NACPI is excited to welcome the attendees of the 42<sup>nd</sup> Annual North American Consumer Protection Investigators Training and Business Meeting in Cleveland, OH. Please join the Board of Directors, Conference Facilitation Committee and Cuyahoga County Ohio Host Agency for an evening of networking, fun, and laughter.

### MONDAY, JULY 29

8:00 am to 9:00 am: **Welcome Breakfast**  
State Room

9:00 am to 10:30 am: **Opening Ceremonies**  
Palace I

**Keynote Speaker**  
**Jon Miller Steiger, Director, FTC East Central Region**

10:30 am to 11:30 am: **Tracking Down High-Volume Scammers & Dismantling Their Support System\***

**Presenter:**  
**Terrence Sullivan, U.S. Postal Inspector**

A member of the U.S. Department of Justice/U.S. Postal Inspection Service International Mass Mailing Fraud Team talks about tracking down scammers, both in the U.S. and abroad.

11:30 am to 12:30 pm: **Spotting Problems in Car Sales Contracts\***

**Presenter:**  
**Ron Frederick, Private Attorney**

A consumer lawyer with expertise in auto cases reveals how to spot deceptive terms in car contracts. Tools, Q&A

12:30 pm to 2:00 pm: **Lunch on your own**

2:00 pm to 2:30 pm:

**Fifteen Minutes of Fame: Consumer Issues on TV**

**Presenters:**

**Danielle Serino, WKYC-3**

**Denise Polverine, WKYC-3**

A TV and digital news team talk about what makes a consumer case a news item.

2:30 pm to 3:00pm

**AMRA/MAP**

**Presenter:**

**Jeff Cox, President AMRA**

How the Association's Motorist Assurance Program (MAP) is building trust between the motorist and the automotive repair shops. It will begin with a short piece on the history of the association, how the program works, who is using it today and how the consumer's access the information. This presentation will also inform NACPI investigators how they can utilize MAP's tools within their investigations with the intension to create dialog on how we can both work together to help consumers be more educated.

3:00 pm to 5:00 pm:

**Roundtable Forum\***

Palace I

A favorite of many of our attendees, the Roundtable Session gives members an opportunity to share past and present investigations with their colleagues. Find out how other members and their agencies can assist you in a case. This will be conducted in a secure room.

5:45 pm to 9:00 pm:

**Networking Event – Lolly Trolley & Punch Bowl Social**

We'll kick off the evening with a short tour on Cleveland's own Lolly the Trolley. Lolly will take us past some of Cleveland's most notable landmarks and popular city sights. We'll end in the East Bank of the Flats at Punch Bowl Social dinner. Whether you prefer to play arcade or board games or want to relax and enjoy the view from the rooftop, Punch Bowl is a perfect place to unwind.

## TUESDAY, JULY 30

8:00 am to 9:00 am: **Breakfast**  
State Room

9:00 am to 10:00 am: **ID Theft: New Solutions for a Persistent Problem\***

**Presenter:**  
**Lauren Cajuste, U.S. Postal Inspector**

A U.S. Postal Inspector shares how a Cleveland-based task force combines local, state, and federal resources to investigate and successfully prosecute identity theft and other financial crimes. Techniques and Tools.

10:15 am to 11:15 pm: **Scam Squad: Fighting Scams Against Seniors**

**Presenters:**  
**Rebecca Schlag, Senior Assistant Attorney General, OAG**  
**Larissa Bungo, Assistant East Coast Regional Director, FTC**  
**Sheryl Harris, Director, Cuyahoga County DCA**

Leveraging resources to handle scam complaints better, spot trends faster and close service gaps for older scam victims. Trends, techniques.

11:15 am to 12:30 pm: **Panel: Case Breakdown\***

**Presenters:**  
**Rebecca Schlag, Senior Assistant Attorney General, OAG**  
**John Vega, Investigator, FTC**  
**Fil de Banate, Attorney, FTC**

The Ohio Attorney General's Office and Federal Trade Commission dissect the successful investigation of an impostor scam.

12:30 pm to 2:00 pm: **Lunch on your own**

2:00 pm to 3:30 pm: **Consumer Sentinel: Advanced Tips & Techniques for Investigators\***

**Presenter:**  
**Nick Mastrocinque, FTC**

The Consumer Sentinel Network ([ftc.gov/sentinel](http://ftc.gov/sentinel)) is a unique and free investigative consumer protection cyber tool that provides law enforcement agencies with access to millions of fraud and identity theft consumer complaints from over 40 different sources. Learn more effective ways to use Sentinel to find targets, access advanced data analysis tools and coordinate with other law enforcement agencies.

3:30 pm to 5:00 pm: **General Business Meeting**

This meeting is open to all NACPI conference attendees and we strongly encourage you to attend. The meeting will cover topics such as possible sites of future NACPI conferences, details of next years' conference, and a detailed explanation of NACPI's budget by NACPI's treasurer. This forum is a time for candid dialogue with each other and with NACPI Board Members about current events and issues.

## **WEDNESDAY, JULY 31**

8:00 am to 9:00 am: **Breakfast**  
State Room

9:00 am to 10:00 am: **Protecting Military Members & Veterans**

**Presenter:**  
**Steve Lynch, Legal Assistance Attorney, U.S. Coast Guard**

A U.S. Coast Guard lawyer explores consumer issues that affect military members and vets and shares information on laws that give them extra protections.

10:15 am to 11:15 pm: **Moving Scams**

**Presenter:**  
**Monique Riddick, Lead Transportation Specialist, FMCSA**

The Lead Transportation Specialist for the Household Goods Team at the Federal Motor Carrier Safety Administration will discuss common moving scams and how to identify them.

11:15 am to 12:30 pm: **Regional Meetings**

NACPI is made up of representatives from around North America. At your regional meeting, you will meet other members in your local area that may prove to be valuable resources to you. During your regional meetings you will also be responsible for voting for the leadership of our organization (the Board of Directors are elected from each regional area).

12:30 pm to 2:00 pm: **Lunch on your own**

2:00 pm to 3:00 pm: **Panel: Car Fraud**

**Presenters:**  
**Mark Hoy, Investigations Supervisor, Ohio BMV**  
**John Paskan, Special Agent, National Insurance Crime Bureau**

Tips and techniques for tracking problem autos.

3:15 pm to 4:15 pm: **Mistakes Investigators Make & How to Avoid Them\***

**Presenter:**

**Scott Massa, Investigative Supervisor, OAG**

A look at common mistakes investigators make with tips on avoiding them. Includes Q&A.

4:15 pm to 5:00 pm: **Closing Ceremonies**

5:00 pm to 7:00 pm: **NACPI Board of Directors Meeting & Working Dinner**

\* **Due to the sensitive nature of the topics discussed, associate members are not permitted to attend this session.**

***NACPI appreciates all its presenters and speakers and the time it took to put their presentations together. Please be courteous and attend all sessions during conference.***