

In This Issue:

- Letter from the President
- Nashville Deadline
- NACPI Member Recognition Program
- Welcome From Tennessee
- Double Tree Downtown Nashville Information
- Open Positions on Board
- A Word about our Sponsors: LKQ Corporation
- Editor's Corner: Consumer Protection Tips
- Tennessee Cuisine



Chris Olson
NACPI Interim President

From the President's Desk:

As the North American Consumer Protection Investigators (NACPI) enters its 41st year, it has evolved into a highly recognized international association in consumer affairs. At our annual conferences, we provide educational training on techniques for investigating, managing and litigating consumer fraud cases. We continue to provide informative seminars on important consumer fraud topics, consumer education programs and learn about new consumer legislation. A favorite for our members are the members-only roundtable sessions where members share and seek information concerning current investigations.

NACPI is represented by consumer protection agencies (local, state and federal) from all over the United States and Canada. The training and networking experience is truly invaluable. If you are not yet a member, please see our membership page for information on joining. Scholarships may be available for new members!

Our 41st Annual Conference will be held in TENNESSEE in 2018. We are excited to have the Consumer Protection Division of the Tennessee Attorney General's Office as our host agency. We have an agenda full of informative training and great networking opportunities. We hope to see you in Tennessee!

Christopher M. Olson, Interim President

Nashville, TN: July 7 Deadline to Register



Our 41st Annual Conference is right around the corner! Join NACPI at the Double Tree in Downtown Nashville, Tennessee for our annual conference. There is an outstanding agenda packed full of current topics and even more opportunities to network with consumer protection investigators from all

across the United States and Canada.

Our conference will be held July 22 to 25, 2018. We have negotiated a room rate of \$170 plus tax per night. You can make your room reservations by calling 800-222-8733. Be sure you use our group code CPI to ensure you receive our negotiated room rate. **The deadline to reserve a room is July 1, 2018.**

Registration for the conference is \$350 which includes 3 full days of training, the conference binder, the Sunday welcome reception, the Monday night dinner and

networking event, and your annual NACPI membership. Save \$25 by **registering prior to July 7, 2018.**

Don't forget to bring a hometown gift for our giveaway table. Your item does not need to be expensive, but something that represents your state. Remember TSA requirements when selecting your item.

The conference invitation, tentative agenda, registration form, transportation form and additional details can be found at www.nacpi.net.

Visit our website:
<http://www.nacpi.net>



Like us on
Facebook!

NACPI Member Recognition Program:

The NACPI Recognition Program is intended to recognize outstanding achievements and formally acknowledge significant contributions in the categories identified (Excellence in Leadership, Innovation, Outstanding Consumer Protection, Support to NACPI, and Partnership(s)). Awards are presented by the President of NACPI in appreciation of outstanding performance, and the key to the success of the program is member participation - the generosity of NACPI members in recognizing their colleagues.

View the details of the recognition program and nominate someone by visiting the NACPI website at <http://www.nacpi.net/membership-1.html>.



Welcome From the Tennessee Office of the Attorney General

Hello NACPI! Welcome to Tennessee! We're very happy to have you here and we hope you enjoy your stay in Nashville.

Nashville Attractions:

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- Centennial Park: <https://www.nashville.gov/Parks-and-Recreation/Parks/Centennial-Park.aspx> Located 2 miles west of downtown.
 - The Parthenon: <http://www.nashville.gov/Parks-and-Recreation/Parthenon.aspx> Located at Centennial park. Tuesday–Saturday, 9:00 a.m.–4:30 p.m. Sunday, 12:30 p.m.–4:30 p.m. Admission \$6.
 - Bicentennial Capitol Mall State Park: <https://tnstateparks.com/parks/bicentennial-mall> Located in the shadow of the Capitol.
 - Country Music Hall of Fame: <http://countrymusichalloffame.org/> Admission starting at \$24.95. Hours 9:00 a.m. to 5:00 p.m.
 - The Hermitage, Home of President Andrew Jackson: <https://thehermitage.com/> Admission \$20 Hours 8:30 a.m. to 5:00 p.m.
 - Ryman Auditorium: <https://ryman.com>. Original home of the Grand Ole Opry. Museum tours 9:00 a.m. to 4:30 p.m. View concert schedule: <https://ryman.com/events/> (Ricky Skaggs, July 26).
 - Riverfront Park: <https://www.nashvilledowntown.com/go/riverfront-park>
 - Johnny Cash Museum: <https://www.johnnycashmuseum.com/tickets> Hours 9:00 – 6:00 p.m. Admission \$19.95
 - George Jones Museum: <https://georgejones.com> rooftop bar and smokehouse. Museum admission \$17.00
 - Honky Tonks Galore: Up and down Broadway and 2nd Avenue. Most venues have live music. Robert's Western World, Tootsies Orchid Lounge, Rippy's, Bar and Grill, etc.
 - New: Blake Shelton's Ole Red Bar and Restaurant: <https://www.olered.com/>
 - New: Dierks Bentley's Whiskey Row: <https://dierkswhiskeyrow.com/nashville-tn/>
 - Old: Jimmy Buffet's Margaritaville: <https://www.margaritavillenashville.com>
 - Old: Hard Rock Café: <http://www.hardrock.com/cafes/nashville/>

Nashville Eats:

Lunch:

- *Tuesday Must Do Food Trucks on Deaderick Street (just outside hotel)*
- Anything in the arcade between 4th and 5th. Favorites are Manny's House of Pizza and Maggie's Café. Variety of other meat and three and ethnic choices.
- Demo's Steak and Spaghetti House (quick lunch special), 300 Commerce Street
- Jersey Mike's, 211 Union, Ste. 106 (across from Courthouse)
- Jimmy Johns, 424 Church Street, Ste. 102
- Santorini Greek Restaurant (Gyro), 244 5th Ave. N.
- Woolworth's on 5th, (historic setting, lunch counter and dining), 221 5th Ave. North
- Puckett's Grocery and Restaurant: 500 Church Street at 5th Ave.

Welcome from Tennessee, Con't.

Dinner

- Jack's BBQ, 416 Broadway
- Martin's BBQ, 410 4th Ave. South
- The Southern, Steak and Oyster Bar, 150 3rd Ave. South, Ste. 110
- Mellow Mushroom Pizza, 423 Broadway
- Acme Feed and Seed, (hip and at the river), 101 Broadway
- Chauhan Ale and Masala House (Indian fusion), 123 12th Ave North
- Jeff Ruby's, (bring a 2nd mortgage) 300 4th Ave. North
- Black Rabbit, (cocktails and tapas) 218 3rd Ave. North

- Jack Brown's Beer and Burger Joint, 1123 3rd Ave. North
- Saltine, (seafood, raw bar, po'boys), 1922 West End Ave. (same as Broadway but at mid-town)
- Amerigo (Italian next to Saltine), 1920 West End Ave.

Famous Nashville Hot Chicken

- Party Fowl, 719 8th Ave. South (SoBro)
- Hattie B's, 112 19th Ave. South (mid-town)

Germantown Area

- 5th and Taylor, 1411 5th Ave. North
- Rolf and Daughters, 700 Taylor Street
- Butcher Town Hall, 1416 4th Ave North

Double Tree Downtown Nashville Information



Address: 315 4th Avenue North
Nashville, TN 37219

Phone No.: 615-244-8200

Website: <http://doubletree3.hilton.com/en/hotels/tennessee/doubletree-by-hilton-hotel-nashville-downtown-BNADUDT/index.html>

Open Board Positions:

There are several positions throughout the NACPI Board open or with expiring terms. Are you willing to fill one of these? New and seasoned members welcome. The following positions will be voted upon at the conference:

- President
- Great Lakes Region Director
- Great Lakes Deputy Director (2)
- Eastern Region Director
- Eastern Region Deputy Director (2)
- Western Region Deputy Director (2)



PAID IN FULL

Want to pay your membership fees with a credit card? You can now do that on line. Visit the membership page at www.nacpi.net

A Word About Our Sponsors: LKQ Corporation



LKQ Corporation
500 West Madison Street
Suite 2800
Chicago, IL 60661
Phone: 312.621.1950

NACPI is excited LKQ will be attending and speaking at our conference.

About LKQ Corporation:

Founded in 1998, LKQ Corporation has grown over the past twenty years to become a leading provider of alternative and specialty parts to repair and accessorize automobiles and other vehicles. LKQ has operations in North America, Europe and Taiwan. LKQ offers its customers a broad range of replacement systems, components, equipment and parts to repair and accessorize automobiles, trucks, and recreational and performance vehicles.

LKQ Corporation is committed to changing the perception of aftermarket parts by providing customers with the largest selection of quality aftermarket replacement parts.

Find us on the web at www.lkqcorp.com.

OUR MISSION STATEMENT

To be the leading global value-added distributor of vehicle parts and accessories by offering our customers the most comprehensive, available and cost-effective selection of part solutions while building strong partnerships with our employees and the communities in which we operate.

Editor's Corner:

It is hard for me to believe it has been two years since I attended my first NACPI conference in NOLA. I have truly enjoyed getting to know many members and look forward to getting to know others.

As consumer protection advocates, sometimes we forget the most important part of our job is protecting our consumers by arming them with tools to prevent them from becoming a victim. Below are 10 tips for fraud prevention:

1. Say no to high-pressure sales pitches. If the offer is only good today, walk away.

2. Always read contracts carefully before you sign them, and make sure all written documents match what you've been promised. Never sign a document that you don't understand or that has blanks to be filled in later.

3. Be cautious when responding to telemarketers, door-to-door sellers, and email or text pitches. Instead of responding to unsolicited offers, decide when and where you want to go shopping.

4. You never have to make a purchase or pay taxes, fees or other expenses in advance to win a prize. Anyone who demands an upfront fee for a prize is trying to scam you.

5. Never give out your Social Security Number, credit card or bank account number or other personal information to anyone you don't know who contacts you.

6. Be skeptical of upfront fees. North Carolina law makes it illegal to collect advance fees for some types of work, such as [foreclosure assistance](#) and [debt settlement](#) help. If an advance payment is required for other kinds of transactions, use a credit card when possible. This gives you some protection if your order doesn't arrive or the work isn't completed.

7. Do business with companies you know or that come recommended by those you trust. Check out companies with the Attorney General's Office at 1-877-5-NO-SCAM or your local Better Business Bureau before making major purchases.

8. Join the Do Not Call registry to cut down on unwanted telemarketing calls. To sign up, call 1-888-382-1222 from the number you wish to register or visit www.donotcall.gov. Once you're on the list, [report Do No Call violators](#) to the Attorney General's Office.

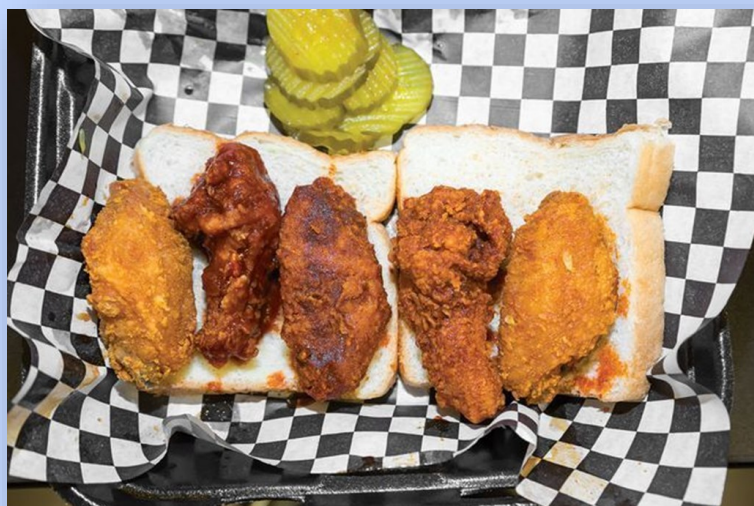
9. Check your credit report regularly. You're entitled to one free credit report per year from each nationwide credit bureau. To access your free credit reports, visit www.annualcreditreport.com or call 1-877-322-8228.

10. If an offer sounds too good to be true, it probably is.

I look forward to seeing you in Nashville! As always if you have any newsletter ideas or questions, contact me.

Jennifer Farley Doom
Kentucky Department of Financial Institutions
Jennifer.Doom@ky.gov

Nashville Hot Chicken



The secret to Nashville's famous hot chicken is in the layering: The bird is marinated in a spicy buttermilk brine, then dredged with more flour and spice, double-fried, and finally slathered with a fiery butter paste to create a crunchy, peppery coating. One bite into its burnished orange crust reveals first a tangy crunch, and then a deeper, complex spice that leaves a lingering fire behind. Adjust the heat by adding as much—or as little—cayenne as you like. Serves 2-4

Recipe from saveur.com

Ingredients

3 cups buttermilk
 $\frac{3}{4}$ cup cayenne
9 tbsp. granulated garlic
9 tbsp. paprika
6 tbsp. onion powder
3 tbsp. sugar
1 (2 $\frac{1}{2}$ –3-lb.) chicken, cut into 8 pieces, or 3 lbs. chicken wings
Kosher salt and freshly ground black pepper, to taste
Canola oil, for frying
2 cups self-rising flour
6 tbsp. unsalted butter, melted
Sliced white sandwich bread and dill pickle chips, for serving

Instructions

Combine buttermilk, $\frac{1}{4}$ cup cayenne, 3 tbsp. each granulated garlic and paprika, 2 tbsp. onion powder, and 1 tbsp. sugar in a bowl; whisk until smooth. Add chicken and toss to coat; cover and chill at least 4 hours or up to overnight.

The next day, drain chicken, rinse, and pat dry; season with salt and pepper. Heat 2" oil in a 6-qt. saucepan until a deep-fry thermometer reads 300°. Stir remaining cayenne, granulated garlic, paprika, onion powder, and sugar in a bowl; transfer half to another bowl and whisk in flour. Working in batches, dredge chicken in flour mixture; fry, flipping once, until golden and almost cooked through, 6–7 minutes, or until an instant-read thermometer inserted into the thickest part of a thigh reads 150°. Transfer chicken to paper towels.

Increase oil temperature to 350°. Stir remaining cayenne mixture and melted butter in a bowl; set paste aside. Dredge chicken once more in flour mixture and fry until cooked through, 2–3 minutes more; drain briefly on paper towels and brush with reserved paste. Serve with bread and pickles.

NACPI Mission Statement

The Association supports education and networking opportunities at all levels of government's consumer protection agencies, ensuring a fair and equitable marketplace, promoting consumer awareness and business/consumer responsibility in an evolving economy throughout North America.