

## **2025 Gulf States Collectors Association**

### **Monday 09/15/25**

12pm-4pm: Vendor Set Up

430pm-530pm: GSCA Board Members Meeting

630pm-9pm: Registration, Meet & Greet at Mile Marker 158

### **Tuesday: 09/16/25**

#### **8am-9am: Exhibitors Hall**

9am: Welcome

9am-10am: **ACA update with Ladonna Bohling**

10am-1030am: Morning Break/Exhibitor Hall

1030am-1130am: **Mike Frost:** Chair of ACA International's Legislative Committee, will provide key insights on the current regulatory landscape considering the recent administration change

1130am-12pm: **Kevin Gaffer:** Payments just a click away: Consumers today expect speed and simplicity.

#### **12pm-1pm: Lunch provided by GSCA**

1pm-2pm: **Mike Gibbs:** Why Playing It Safe Could Be the Biggest Risk in Collection Operations

2pm-3pm: **Kelli Van Cleave:** Shaken, Not Stirred: Conflict on the Rocks Get to the Bottom of Workplace Tension Without the Bitter Aftertaste

#### **3pm-330pm: Afternoon Break/ Exhibitor Hall**

330pm-4pm: **Matt Campbell** with Renkim

415pm-530pm: **Colin Ryan:** Keynote speaker: **The People Side of Collections: Leadership Tools for Building Trust and Getting Results**

*The impact starts at the leadership level! In this dynamic, inspiring talk, attendees will explore what works in motivating today's consumers: trust, empathy, and human connection. Colin Ryan will share how financial professionals can be trained to reduce friction, handle emotionally-charged conversations, and still achieve results. Through real-world stories and humor, attendees will leave with tools to coach their teams more effectively and build a culture that increases motivation, retention, and performance.*

**630pm Dinner at YoHo Rum & Tacos with Live Music by Austin Andrews**

**Wednesday 09/17/2025**

**8am-9am: Exhibitor Floor**

9am-10am: **John Bedard:** "Legal Collections in Motion: Litigation, Compliance & the Road Ahead"

**10am-1030am: Morning Break/Exhibitor Floor**

1030am-12pm: "Ask the Experts: A Panel Discussion with John Bedard, Ladonna Bouling, Mike Frost, Katherine Johnson, Moderator Mike Gibbs"

Join us for an interactive panel featuring leading experts from the collection industry. This dynamic session is your opportunity to ask pressing questions, gain valuable insights, and explore current trends, challenges, and future directions.

12pm Dismiss