

2023 IACC Mid-Year Conference

July 24-26, 2023
Hilton · Chicago, IL



Hot Topic Discussion in Commercial Collections

Speakers:

Valerie Ingold, Managing Director at CCC of New York
Greg Cohen, President & CEO of Caine & Weiner

Session Details

Hear from our current IACC president Valerie Ingold and Board member Greg Cohen as they review the current topics and trends in commercial collections. Do you have specific training questions, compliance concerns or need legislation clarification? Submit your hot topic or best idea and join the discussion amongst your peers during one of the members' favorite sessions! Submit your topics [here](#).

Session Outline

- 1) Cyber Insurance
 - a. <https://woodrufflawyer.com/cyber-liability/cyber-101-liability-insurance/>
 - b. <https://microage.ca/cybersecurity-layering-approach/>
 - c. <https://www.upguard.com/blog/cyber-insurance>
 - d. https://www.trendmicro.com/en_us/what-is/cyber-insurance.html

- 2) CFPB Update
 - a. Opening Statement -
<https://internationalassociationofcommercialcollectors.growthzoneapp.com/ap/CloudFile/Download/p5qk4D3p>
 - b. Semi- Annual Report of the Consumer Financial Protection Bureau-
<https://internationalassociationofcommercialcollectors.growthzoneapp.com/ap/CloudFile/Download/pREx7Bxr>

- 3) Peer Mentoring in the Remote Workplace
 - a. <https://www.aihr.com/blog/peer-mentoring/#:~:text=is%20peer%20mentoring%3F-.Peer%20mentoring%20is%20an%20intentional%20one%2Don%2Done%20relationship%20between,What%20is%20a%20peer%20mentor%3F>

4) Gamification Updates and Ideas

- a. https://www.proliant.com/gamification-101-planning-implementing?utm_term=&utm_campaign=&utm_source=adwords&utm_medium=ppc&hsa_acc=7516984131&hsa_cam=19701647443&hsa_grp=&hsa_ad=&hsa_src=x&hsa_tgt=&hsa_kw=&hsa_mt=&hsa_net=adwords&hsa_ver=3&utm_term=&utm_campaign=Main+PMax-Leads&utm_source=adwords&utm_medium=ppc&hsa_acc=7516984131&hsa_cam=19701647443&hsa_grp=&hsa_ad=&hsa_src=x&hsa_tgt=&hsa_kw=&hsa_mt=&hsa_net=adwords&hsa_ver=3&gad=1&gclid=CjwKCAjwhdWkBhBZEiwA1ibLmBZdTpYhVG3JOPsyi9vSxbqK1bHjFSRCdcaNctSW5uwb-ulnLyMYtRoCBa8QAvD_BwE
- b. https://www.beekeeper.io/blog/5-gamification-techniques-to-boost-non-office-employees-engagement/?campaignid=19605188102&adgroupid=145054520826&adid=645881804541&utm_term=&utm_campaign=NAMDSA&utm_source=adwords&utm_medium=ppc&hsa_acc=3517819483&hsa_cam=19605188102&hsa_grp=145054520826&hsa_ad=645881804541&hsa_src=g&hsa_tgt=dsa-19959388920&hsa_kw=&hsa_mt=&hsa_net=adwords&hsa_ver=3&gad=1&gclid=CjwKCAjwhdWkBhBZEiwA1ibLmC18lWzy_CKCFa9u6Dv7TmlVv_Je7PNieN4qfglFBVz2_ystbJyyOhoCb84QAvD_BwE
- c. <https://www.scavify.com/gamification/gamification-for-employee-engagement>