

2026 Examiners' & Consumer Services School Schedule at a Glance

Monday, September 28, 2026

3:00 pm – 7:00 pm	Registration	
6:00 pm – 8:00 pm	NACCA Continuing Education & Consumer Services Committees Meeting (Committee Members Only)	
8:00 pm- 11:00 pm	Hospitality Suite Networking	

Tuesday, September 29, 2026

7:00 am – 8:00 am	Breakfast - On Own	
8:00 am – 11:45 pm	Registration	
9:00 am – 9:20 am	Opening Remarks Mila Farbstein	
8:45 am – 9:15 am	Welcome to Albuquerque	
9:15 am – 10:15 am	Icebreaker	
10:45 am – 11:00 am	Break	
11:00 am – 11:45 am	Opening General Session: Roundtable Discussion	
12:00 pm – 1:00 pm	Lunch Buffet	

Concurrent Sessions

1:10 pm – 1:15 pm	Welcome: Examination Track	Welcome: Consumer Services Track
1:15 pm – 2:05 pm	Session I - Examination Track: Exam Reports Writing Skills	Session I - Consumer Services Track: Complaint Roundtable Part I
2:05 pm – 2:55 pm	Session II - Examination Track: Multistate Exam Topics/Intro to EIC	Session II - Consumer Services Track: Complaint Roundtable Part II
2:55 pm – 3:10 pm	Break	
3:10 pm – 4:05 pm	Session III - Examination Track: Exams 101	Session III - Consumer Services Track: Outreach Initiatives Update
4:05 pm – 4:45 pm	Round Table Discussion	
5:30 pm – 6:30 pm	All Registrant Networking Reception	

Wednesday, September 30, 2026

7:00 am – 8:30 am	Breakfast - On Own	
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General Sessions

8:30 am – 9:45 am	General Session: Exams, Complaints, and Enforcement: How they mix	
9:45 am – 10:45 am	General Session: Federal Trends	
10:45 am – 10:55 am	Break	
10:55 am – 12:00 pm	General Session: Adapting to Big Changes in the Law	
12:00 pm – 1:15 pm	Lunch Buffet - Local Entertainment	
1:20 pm – 2:10 pm	General Session: Cryptocurrency Lending	

Concurrent Sessions

2:10 pm – 3:10 pm	Session I - Examination Track: Emerging Products	Session I - Consumer Services Track: Roundtable - Complaint Writing Skills
3:10 pm – 3:25 pm	Break	
3:25 pm – 4:15 pm	Session II - Examination Track: Reviewing Account Notes	Session II - Consumer Services Track: Roundtable - Emerging Issues and Trends and How Regulators are Responding
4:15 pm – 4:45 pm	Round Table Discussion	

Thursday, October 1, 2026

7:00 am – 8:30 am	Breakfast - On Own	
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General Sessions

8:30 am – 9:45 am	General Session: Debt Management/Debt Settlement	
9:45 am – 10:40 am	General Session: History of Credit	

