

**Save the date! October 13-15, 2011**

**Don't Get Stranded in the  
Heat of Collections**

# **PALM SPRINGS 2011**

[www.CCUCC.com](http://www.CCUCC.com)

**California Credit Union  
Collectors Council  
P.O. Box 470053  
Los Angeles, CA 90047**

**OCTOBER 13-15, 2011**

## **KEYNOTE SPEAKER**

**DIANA DYKSTRA**  
President & CEO  
California, & Nevada  
Credit Union League



## **Riviera Resort & Spa**

**1600 N Indian Canyon Drive Palm Springs, CA 92262  
866-588-8311 ♦ [www.psriviera.com](http://www.psriviera.com)**



## REGISTRATION FORM

Credit Union Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State / Zip \_\_\_\_\_  
Telephone Number \_\_\_\_\_  
Fax Number \_\_\_\_\_  
Email Address \_\_\_\_\_

### REGIONAL CHAPTER MEMBER OF

- Sacramento     Bay Area     South Bay  
 Fresno     Gold Coast     San Diego  
 North LA     South LA     Orange  
 Inland Valley

### ATTENDEES

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

Name \_\_\_\_\_  
Title \_\_\_\_\_  
Phone \_\_\_\_\_  
Email \_\_\_\_\_

Credit Union Attendees	Member	Non-Members
• One Attendee	\$325.00	\$375.00
• Two Attendees	\$650.00	\$700.00
• Additional Attendees	\$225.00 p.p.	\$225.00 p.p.
• Guests	\$150.00 p.p.	\$150.00 p.p.

Vendors: Please refer to the CCUCC website for registration and sponsorship info.  
[http://ccucc.com/annual\\_conference.asp](http://ccucc.com/annual_conference.asp)

Please make checks payable and send to:  
**2011 CCUCC Annual Conference**  
P.O. Box 470053 Los Angeles, CA 90047

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California Credit Union Collectors Council  
24th Annual Educational Conference  
P.O. Box 470053  
Los Angeles, CA 90047



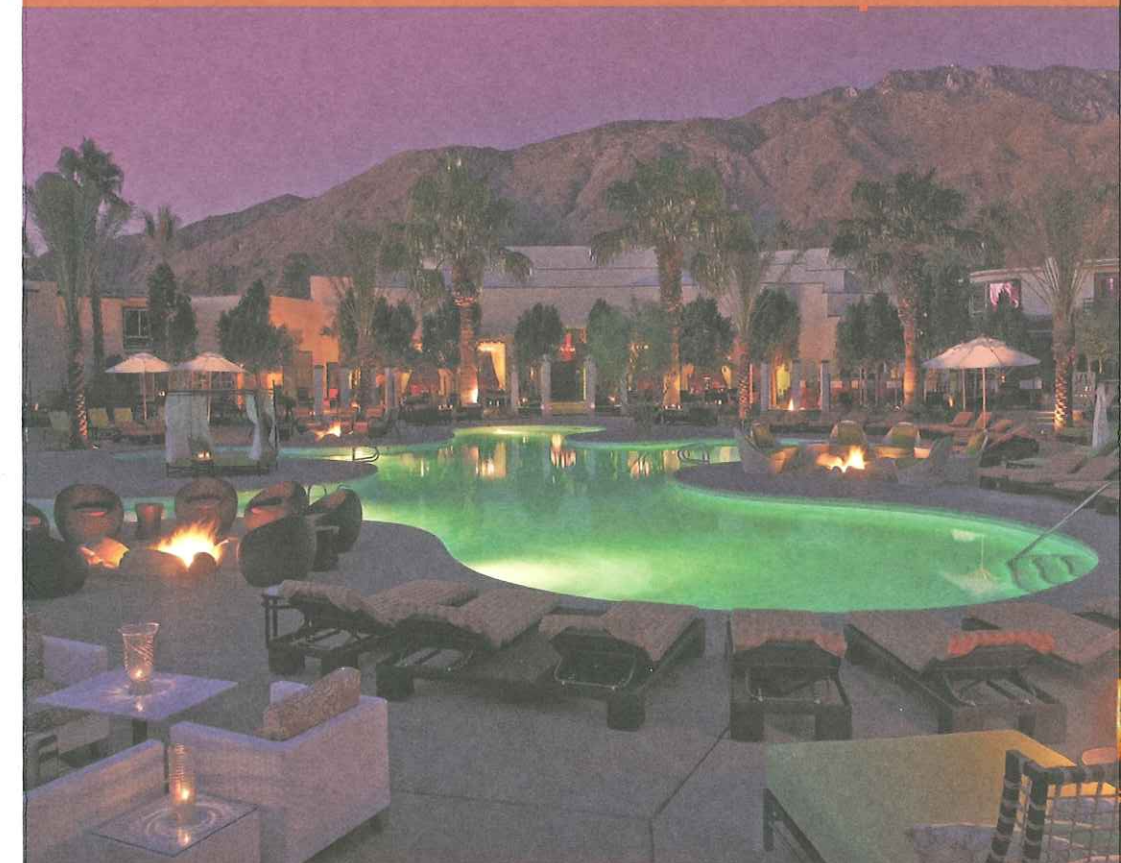
Special THANK YOU to our  
2011 Lead Sponsor:



# CALIFORNIA CREDIT UNION COLLECTORS COUNCIL



## 24th Annual Educational Conference



At the Beautiful

*Riviera*

Palm Springs, CA

October 13-15, 2011

## 24th Annual Educational Conference

### 2011 CONFERENCE COMMITTEE

**Mack Strong - Chairperson**  
Northrop Grumman FCU, 310-808-4011

**Joel Bowen - Co-Chairperson**  
Caltech Employees FCU, 800-949-5656

**Mary Hernandez - Treasurer**  
Pacific Oaks FCU, 805-384-1100 x 247

**Trina Alli - Speakers**  
SkyOne FCU, 310-491-7635

**Michael Parham - Audio & Video**  
Water & Power FCU Phone: 213-580-1626

**Robert Lopez - Security**  
Burbank City FCU, 818-846-1710

**Rose Martinez - Registration & Decorations**  
CUICC, 562-246-6656

**Daniel Hernandez - Design & Marketing**  
South Bay Auto Auction, 310-719-2000

**Osmin Padilla - Registration**  
South Bay Auto Auction, 310-719-2000

**Dora Houck - Vendor Registration**  
Auto Depot Remarketing (ADR), 909-350-8462

**Anita Prenzlau - Vendor Registration**  
SWBC, 949-291-0608

**Robert Ruelas - Vendor Registration**  
Trustee Corps, 714-585-4152

### STATE BOARD MEMBERS

#### PRESIDENT

Victoria Hale, SchoolsFirst FCU

#### 1ST VICE PRESIDENT

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M. "Mack" Strong, Northrop Grumman FCU

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Joel Bowen, Caltech Employees FCU

### MISSION STATEMENT

The Mission of the California Credit Union Collectors Council is to develop, educate, promote, and provide a professional support system for all people in our industry.

### TOPICS & SPEAKERS

## "Don't Get Stranded in the Heat of Collections"

Key Note Speaker

**Diana Dykstra, President / CEO**  
California and Nevada Credit Union Leagues



### "Are We There Yet?"

Key topics regarding the Economy, Housing, Unemployment/Employment and Forecasting your delinquency"

Speaker: Daniel Penrod  
California Credit Union League

### "Trend Data Forecasting Tools"

Speaker: Wendy Mazariego  
TransUnion

### "Mortgage Loan Fraud, Short Sales Fraud & Current Trends"

Speaker: William Moran  
Enforcement with California

### "Community second mortgage principal forgiveness program"

Speaker: Gabe Del Rio  
Lending and Home Ownership for Community Housing Works

### "Mortgage loan Servicing: A Credit Union Perspective"

Speaker: Jay Loeb  
National Creditors Connection

### What We Believe...

CCUCC offers the opportunity, through expert speakers, to remain current and trained in the constantly changing arena of consumer law. Other topics have included debt counseling, negotiation techniques, skip tracing, time management, bankruptcy law and communication skills, all of which are necessary in the role of today's professional collector. This education benefit is available through local chapter meetings and seminars, as well as the annual statewide conference.

### DFI "Hot Issues"

Speaker: RaAnn Wood  
Deputy Commissioner,  
Credit Union Division (DFI)

### "Hot Legal Topics for 2011" (Legal Panel Discussion)

- Barry Smith  
Law Office of Buchalter-Nemer
- Spencer Scheer  
Scheer Law Group
- Brian N. Winn  
Winn Law Group

### "Maximizing your Recovery" (Panel Discussion)

- Ernest Hopson  
ERI Financial Services
- Thomas Prenovost  
Law Firm of Prenovost,  
Normandin, Bergh & Dawe
- Rob Savre  
North Bay Auto Auction

### CONFERENCE AGENDA

October 13, 14, & 15, 2011

#### Thursday, October 14th

Registration  
3:00 pm – 5:30 pm

Welcome Reception  
4:00 pm – 7:00 pm

#### Friday, October 15th

Registration in Grand Ballroom  
Breakfast Buffet  
Welcoming Ceremonies  
7:30 am – 8:30 am

General Session  
"DFI Hot Issues"  
Speaker: RaAnn Wood  
8:30 am – 10:00 am

General Session  
"Hot Legal Topics for 2011"  
Speaker: Panel  
10:15 am – 11:30 am

Luncheon and  
Key Note Speaker:  
Diana Dykstra  
"Don't get Stranded in the Heat  
of Collections"  
11:30 am – 12:45 pm

General Session  
"Mortgage Loan Fraud,  
Short Sale  
Fraud & Current Trends"  
Speaker: Bill Moran  
1:00 pm – 1:50 pm

Break Out Sessions  
2:00 pm – 2:40 pm  
2:50 pm – 3:30 pm

Vendor / Exhibitors Night  
Networking Reception  
5:00 pm – 7:30 pm

#### Saturday, October 15th

Continental Breakfast  
Closing Ceremonies & Raffle  
7:30 am – 9:00 am

General Session  
Speaker: Daniel Penrod  
9:00 am – 11:00 am

For full agenda visit [ccucc.com](http://ccucc.com)

### HOTEL INFORMATION

*Riviera*  
Palm Springs, CA

**Riviera Resort & Spa**  
1600 N. Indian Canyon Drive  
Palm Springs, California  
866-588-8311

**Rates:** The promotional hotel room rate is \$149 USD. All reservations cancelled within 72-hours will be charged a cancellation fee of one night stay plus tax. One night room and tax deposit required upon booking the reservation. Reserve your room today!  
[http://ccucc.com/annual\\_conference.asp](http://ccucc.com/annual_conference.asp)  
Click on Hosting Hotel Information, Reservations link. **Group Code 50513H**

### CU Scholarship Information

Scholarships to this year's conference may be available. Please contact your local chapter President for additional information and scholarship opportunities.

### Conference Dress Attire

Dress attire throughout the conference is business casual. Temperatures in meeting rooms may vary. Please keep in mind.

### Conference Registration

Conference and hotel registration deadline is September 13, 2011. Registration post-marked after this date are subject to availability. All conference activities are restricted to individuals 18 years and older. Topics and speakers are subject to change without notice. All attendee cancellations must be submitted in writing and must be postmarked no later than September 30, 2011. All cancellations are subject to \$150.00 administration fee. Vendors, please refer to the CCUCC Sponsorship/Vendor Packet for additional information/restrictions. Attendees are responsible for their own hotel and transportation arrangements.

Conference attendees may register a guest for meals only. The guest must not be an employee of any vendor, sponsor or credit union. The guest must be 18 years or older. Guests cannot participate in any raffles nor attend any educational sessions. Valid name/ID Badges must be worn at all times. Cost is \$150.00 per guest.