


**FEATURED
IN THIS ISSUE:**

 The C-Suite Retreat: A New NAF Association Signature Event

 An Online Community for the Non-Prime Auto Finance Industry

 Fall Education Line-Up is Live



2023 NAF BOARD

Welcome to the latest edition of the National Automotive Finance Association Quarterly Management Report. This newsletter aims to provide you with a summary of relevant information and updates on association initiatives and is distributed to our membership on a quarterly basis.

WELCOME NEW MEMBERS

Welcome to NAF Association community! We look forward to engaging with you and working together to provide opportunities for education and peer-to-peer collaboration as we support and promote a sustainable non-prime automotive finance industry.

■ Copart

■ Encina Lender Finance

■ Four Stars Finance

MEMBER SPOTLIGHT



Text + Payments. Reimagined.

Bringing frictionless payments to text messaging, powered by a compliant-first mobile messaging platform.

"SBT helped us achieve a 70% kept rate— 10% higher than our combined rate—across all contact channels. SBT is a leader in innovative methods of communication for collections."



Daniel Baggett, SVP of Compliance & Loan Servicing



Let's Talk Texting Today!

[Email Diane Merino](#) or call (717) 676-1533 to reserve your spot in a future edition today.

Build Your Brand

Are you looking to increase your brand awareness, promote your products and services, and grow your business? The NAF Association provides various unique opportunities to help you gain more exposure and connect with a quality audience.

[Contact us for more information](#)

NETWORKING EVENT: The C-Suite Retreat: A New NAF Association Signature Event

Save the Date! Mark your calendars for September 10 – 12, 2024 for the newest NAF Association Signature Event held at the beautiful Hyatt Regency Hill Country Resort and Spa in San Antonio, Texas.

The inaugural C-Suite Retreat will be the industry's top event for auto finance company CEOs, executives, and senior staff to come together for candid conversations about the non-prime market. Attendees will exchange ideas, solve common challenges with their peers, and gain fresh insights from industry professionals.

Participants can expect to discuss cutting-edge practices, policies, initiatives, technologies, and more that are shaping the future of the auto finance industry. The topics are created by attendees with an agenda that features facilitated small group discussions and invaluable networking.

So, who should attend? Lenders! Attendance is encouraged by CEOs, Presidents, C-Suite, and Senior Executive level staff. Representatives from all sales finance companies are welcome to register and attendance is limited to the first 25 registrants. Representatives from industry solution providers may register as sponsor attendees, and these spots are limited to five companies.

Top Reasons to Attend

- Robust agenda created by conference attendees
- Intimate environment designed to support valuable peer-to-peer dialogue
- Relationship development opportunities with a community of like-minded individuals with shared interests and goals
- Innovative roundtable with future-focused industry thought leaders and solution providers
- Inspiration and motivation to set and achieve personal and professional goals
- Optional golf or spa outings with other attendees to develop new relationships and deepen existing connections
- A beautiful venue featuring onsite activities and amenities with a guest/spouse registration option available

[Visit our website to view the agenda, registration fees, and more!](#)



Hyatt Regency Hill Country Resort and Spa

CONNECT, COLLABORATE, AND LEARN: An Online Community for the Non-Prime Auto Finance Industry



We understand how important it is for you to be able to connect, collaborate, and learn from your peers. To help meet this need, we are thrilled to be launching an online community exclusively for NAF Association members where you can engage in discussions with and learn from your peers around the world anytime.

But you might be wondering: “What exactly can I do in this online space?” Here are just a few of the ways you can participate:

Ask Questions of Your Peers

- Start discussions with fellow NAF members by creating posts that your peers can provide their thoughts on.

Share Important Resources

- Have a document that you think others in the community would benefit from? The online community is a perfect place to share it.

Get and Give Answers

- See a question that you know the answer to? You can use the NAF community to provide your thoughts!

Look out for a future email where we walk through more of the community features you can use to engage with and learn from your peers. Stay tuned!

UPCOMING EVENTS:

Woah, Check Out the Fall Education Line-Up!

🕒 UPCOMING EVENTS

Oct 4	CFPB's Proposed Registry of Terms & Conditions 📄 11:30 AM - 12:00 PM EDT
Oct 11	Expanding Self-Service Payment Channels: Best Practices 📄 2:00 PM - 3:00 PM EDT
Oct 18	How We Grew Cinch Auto Finance by \$1B Without Additional Staff 📄 2:00 PM - 3:00 PM EDT
Nov 14	Q4 Compliance Roundtable 📄 2:00 PM - 4:00 PM CST
Nov 15	Government Enforcement and Litigation Updates 📄 11:30 AM - 12:00 PM EST

[View our upcoming events calendar!](#)

Member Resource Webinars – Power 30 Series

Thank you to Hudson Cook, LLP for partnering with us on the Fall Power 30 Webinar Series. Three more highly informative webinars have been added to our calendar of events as these webinars continue to be a popular member benefit.

The first of the series was presented by Patty Covington on Wednesday, September 20th. Her presentation, Adverse Action Notices – Are You Doing Them Correctly? covered the issues companies should consider ensuring they comply with the ECOA and FCRA. October's webinar, CFPB's Proposed Registry of Terms & Conditions will be led by Justin Hosie, and the series rounds out with Julia Whitelock's and Rob Tilley's webinar, Government Enforcement and Litigation Updates.

[Registration for these 30-minute webinars can be found here.](#)



Thank you to our Ask to Answer committee for the selection of two great presentations coming in October. The Operations+ Forum, **Expanding Self-Service Payment Channels: Best Practices** will be presented by Jill Conrad, Director of Sales at PayNearMe. Jill will share best practices on how to use innovative technologies to expand self-service payments. For the Originations+ Forum, RuthAnn Riggs, Chief Growth Officer at Constant, will present **How We Grew Cinch Auto Finance by \$1B Without Adding Staff**. She will share the operational choices made in achieving this goal.

Please share these dates and registration links with your team members:

[Wednesday, October 11th - Operations+ Registration](#)

[Wednesday October 18th - Originations+ Registration](#)

AUTO FINANCE

CONSUMER CREDIT COMPLIANCE EDUCATION

Investing in the training and development of compliance staff is a wise strategic choice for any organization aiming to thrive in a complex regulatory environment.

Training programs for compliance professionals & front-line staff

[Learn more about our compliance education programs](#)


NAF ASSOCIATION STAFF CONTACT INFORMATION

Your NAF Association staff is passionate, knowledgeable, and here to serve you. Please contact our team directly with questions, comments, or concerns:

[Jennifer Martin](#)
[Kate Brady](#)
[Diane Merino](#)
[Cindy Sly](#)

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Member News

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