COMPLIANCE ROUNDTABLE MEETING

November 12, 2026
12:00 PM – 1:30 PM (EST)

Location:
Via Zoom

AGENDA

- Welcome: Eric Johnson
- Anti-Trust Warning: Eric Johnson
- Discussion Topics: Eric Johnson / Group

Discussion Topics

1. Push Notifications and Contact Tracking
Submitted by Clinton Rutherford

Does your organization use push notifications for payment reminders, returned payments, promise-to-pay reminders, or delinquency notices? If so, how do you account for these notifications when tracking contacts or contact attempts under the FDCPA?

2. 2027 Compliance Priorities
How, if at all, do you expect recent election results across the country to influence your organization's compliance priorities heading into 2027?

3. Complaint Trends
Have you noticed a recurring issue in borrower complaints? Has it prompted a change in a process, script, or training?

4. Year-End Priorities
What compliance process are you reviewing before year-end, and where would it help to hear how peers approach it?

5. Open Forum
Participant questions, emerging issues, and practices worth sharing.

- Announcements
    - NAF Networks – December 2
        - General Session: Frank Mckenna, Scams, Fraud and AI: The Growing Global Threat to Auto Lenders
    - Upcoming Meeting Dates (Registration is Open)
        - February 11, 2027 (Virtual
        - April 8, 2027 (Virtual)
        - June 10, 2027 (In-Person)
    - Compliance Roundtable Refresh
        - 6 Meetings per year
        - Organization-based enrollment includes eligible team members with a compliance title or meaningful compliance responsibilities.
- Adjournment