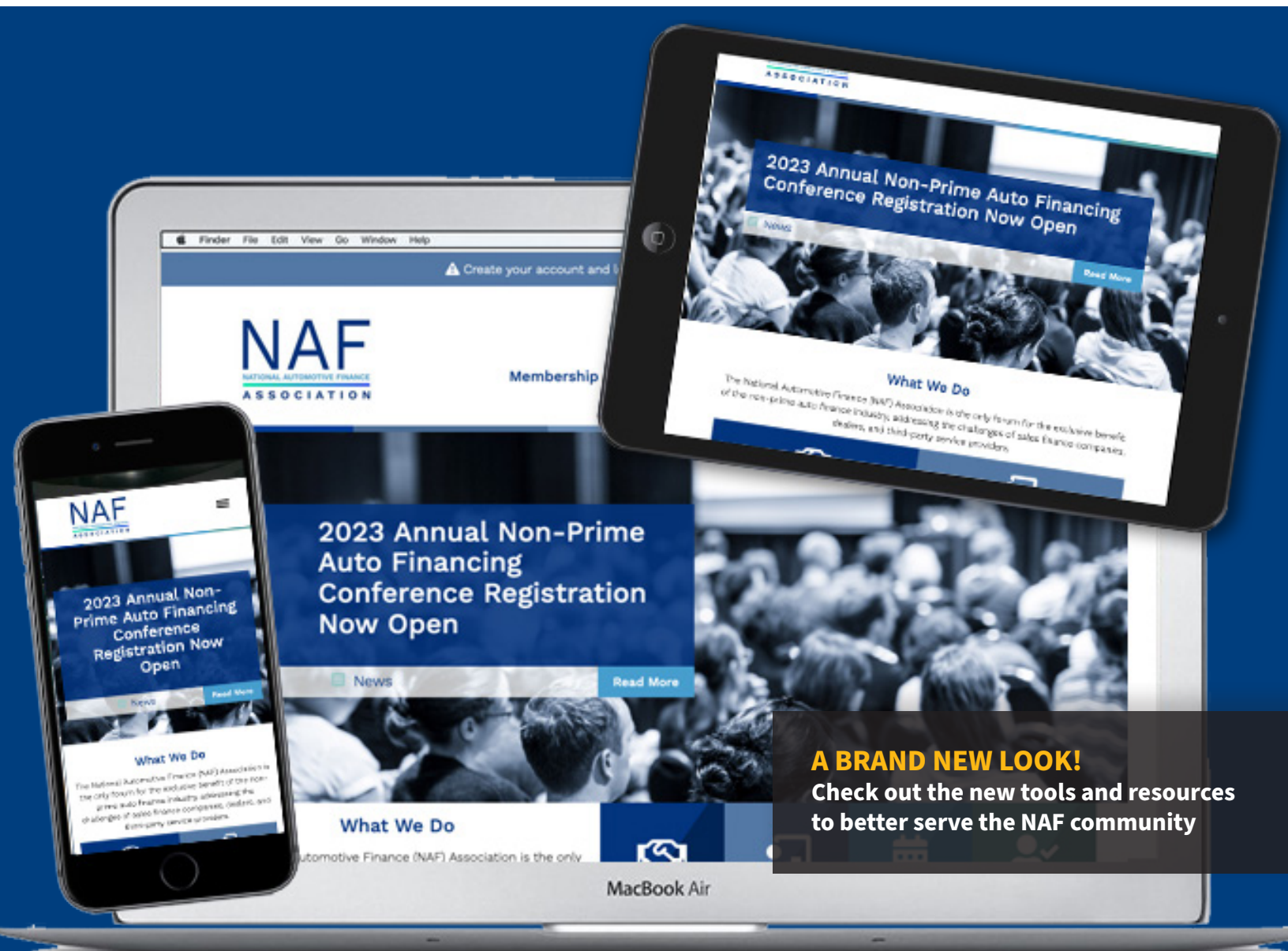


**FEATURED  
IN THIS ISSUE:**

**A NEW LOOK!:** Elevating the NAF Member Experience with a new Website.

**Conference Update:** Registration is now open

**Annual Award:** Nominate a deserving peer for the inaugural Pinnacle Award



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 will be distributed to our membership on a quarterly basis.

# WEBSITE LAUNCH: Make the Most out of Your Membership

We're excited to share that the NAF Association launched its new, rebranded website in February. If you haven't already done so, we invite you [log in](#) and check out your new Member Compass! This is an interactive profile that provides each member a snapshot of your NAF Association membership, events you've registered for, easy access to registration for events that are available to you as a benefit of membership and much more.

Remember your membership is corporate, so please invite your team to sign in and create a profile as well.

If you have any difficulty accessing your [Compass](#), contact us at [inquire@nafassociation.com](mailto:inquire@nafassociation.com).

[LOG IN TO COMPASS](#)

The screenshot shows the Member Compass dashboard. At the top, there's a navigation bar with the 'Member Compass' logo. Below it, a sidebar menu lists various options: Dashboard, Pay Balance, Account History, My Events, My Orders, Profile, Login & Password, and Payment Methods, with a 'Logout' button at the bottom. The main content area features a welcome message: 'Welcome to your Member Compass! This portal is where you update your profile, see events that you are registered for, pay invoices, and more!'. To the right, a membership status box indicates 'Membership Via NAF Association' and 'Dues Renewed Until December 30, 2024', along with a circular badge stating 'Member Since 2015'. The central focus is a large blue box displaying '3 Registered Events' with a 'View Your Events >' link at the bottom.

## WELCOME NEW & RENEWING PAST MEMBERS

The NAF Association continues to focus on growing our membership. We have added nine new members since the beginning of the year. The NAF Association welcomes the following new and renewing past members to our community:

**Oscar Montano**  
**Goldpoint Systems**  
**Flinks**

**Privacy4Cars**  
**Nordis Technologies**  
**SortSpoke**

**Ark Financial**  
**Carolina Dealer Training**  
**Troy Capital**



NAF Association's 27th Annual  
**NON-PRIME AUTO FINANCING  
CONFERENCE**  
JUNE 7-9, 2023 | PLANO, TX

## Annual Conference Registration Now Open

The 27th Annual Non-Prime Auto Financing Conference is June 7 – 9, 2023, in Plano, Texas. This premier annual conference is designed for the non-prime auto finance community. Finance company and bank representatives at all organizational levels, auto dealer principals, and industry partners are encouraged to attend.

We are thrilled to improve and expand your conference experience this year. We are developing the best possible program through presentations, workshops, breakouts, peer exchanges, panel discussions, and more.

You'll find industry overview sessions, the latest on the legal front, and a full afternoon of compliance. In addition to important educational content, we have added new features to the event lineup to improve your attendee experience.

[Check out the full agenda and register today!](#)

## Inaugural Annual Award Program

The National Automotive Finance Association is proud to recognize professionals that have made remarkable contributions to the benefit of the non-prime auto finance industry. The 2023 Jack Tracey Pinnacle Award, sponsored by RepoSystems, will recognize a professional at a member organization with enduring service to the non-prime auto finance industry.



The Jack Tracey Pinnacle Award is named in honor of one of the organization's founders and its first and long-serving executive director. Jack will always be remembered as a founder, leader, and fierce advocate for the non-prime automotive lending industry.

Individuals nominated for this award should have an extensive record of service to a NAF Association member company that is substantive and encompasses a productive, voluntary effort exceeding the duties of regular employment. A nominee's service record will reflect having produced a positive impact beyond an individual company.

Nominations will be accepted through the award portal between March 1 – April 15, 2023. Submissions may include self-nominations. The Awards Committee will review applications and recommend the recipient to the full NAF Association Board of Directors. The award winner will be announced and recognized at the 2023 Non-Prime Auto Financing Conference in June.

[Learn more about the award criteria and how to submit a nomination](#)



## Ask to Answer Forums Online

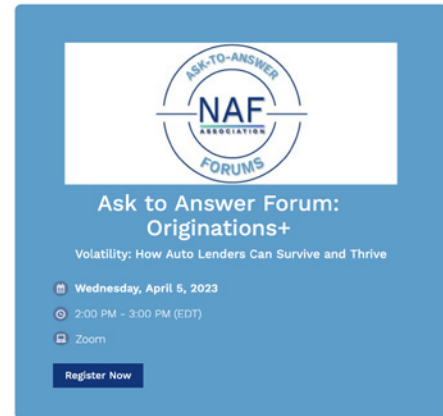
On March 28th we held our first Ask to Answer Forum for the year. Thank you to Jessica Gonzalez with Informed.IQ in leading the Operations+ session. Members found a greater understanding of using automation to maximize efficiencies and minimize fraud during the auto lending tax season. Jessica shared valuable insights and practical advice that led to an excellent peer-to-peer conversation.

Our next Ask to Answer (Originations+) is scheduled for April 5th. The Originations+ committee is excited to have Evan Chrapko with TrustScience lead this session. Attendees will learn the pitfalls in conventional credit, new data, how AI and ML can capture volatility, key compliance and platform considerations, and how to capitalize on auto-specific lending insights across the borrower lifecycle. A fully packed session to say the least! Is someone from your team registered to attend to? [Copy and share this link with those of your team members](#) who would benefit from hearing how finance companies can learn more on adapting to a challenging market.

[Register for April 5 Online Ask To Answer Forum](#)

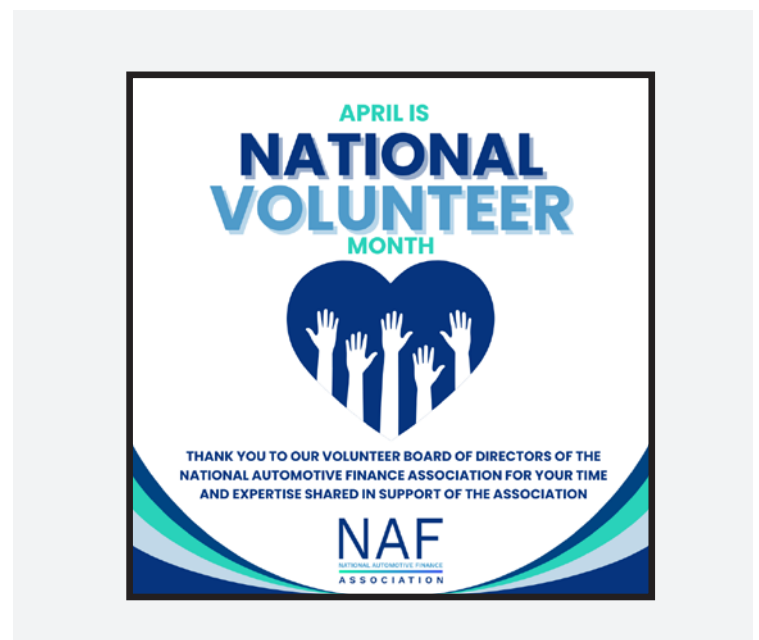
## Ask to Answer In-Person

**NEW!** We will hold the first of what we hope becomes another conference staple – the Ask to Answer Forums networking lunch, presentation, and roundtables. These sessions are held on Wednesday, June 7th, ahead of the opening of the conference and are open to members and non-members.



**When registering for the conference**, be sure to [RSVP](#) for these sessions. Plan to join your peers for a terrific networking luncheon, an informative panel presentation, and robust roundtable discussions tailored to the latest trends, hot topics, and top challenges impacting auto finance operations.

[RSVP for in-person Ask To Answer Networking Lunch and Roundtable](#)





## Member Resource Webinars

February and March saw the first two 2023 Power 30 webinars presented by Hudson Cook, LLP. We kicked off the year with a webinar covering repossessions., Anastasia Caton, Partner out of Hudson Cook's Washington, DC office, covered the latest compliance concerns in repossession, including notices, fees, and handling cure payments and promises to pay. Our March webinar was presented by Hudson Cook, LLP's Erica Kramer, Partner from their Tennessee office. She explored recent developments related to fair and responsible lending, including recent regulatory actions regarding "junk fees" and servicemember discrimination.

We are pleased to see the **growth of support** for the Member Resource Webinars. We have one more scheduled highlighting updates from the CFPB and FTC.

### Power 30: CFPB and FTC Updates

Wednesday, April 12, 2023

11:30 AM - 12:00 PM (EDT)

This Zoom webinar will be packed with excellent information.

Topics include ruling-making in the auto finance space and enforcement actions against auto finance participants. In addition, we will discuss more general CFPB and FTC priorities and actions that may have implications for the auto finance industry.

Presented by Trisha Cacciola, Partner, Hudson Cook, LLP

*Continue to let your teams know there are free resources for them through NAF Association.*

[LEARN MORE](#)

## Compliance Education

### NEW Learning Management System (LMS)!

NAF Association is taking a huge leap over the next few months to relaunch the compliance education programs. We will be moving and updating the content of our programs to Docebo, a full-bodied online learning platform. Not only will the user experience be vastly improved, the platform will allow NAF Association to track, collaborate, and market the programs. Docebo will be integrated into NoviAMS, our association management software, to provide a more cohesive platform.

### Compliance Roundtable Program

The first Compliance Roundtable was held on March 23rd via Zoom. Compliance grads once again huddled to work through the issues they are currently facing. As always, the discussions provided solutions, insights and best practices for the participants. Thank you to Eric Johnson for moderating the roundtable. **Next up will be the In-Person Compliance Roundtable to be held at the close of the NAF Association's conference on June 9th.** This is a favorite for the NAF Association Compliance Professionals in attendance. The in-person meeting is open to all NAF compliance grads.

If you have team members attending the conference who are not currently members of the program, [be sure they RSVP for this session to experience what a valuable program this can be for your company!](#)

[LEARN MORE](#)

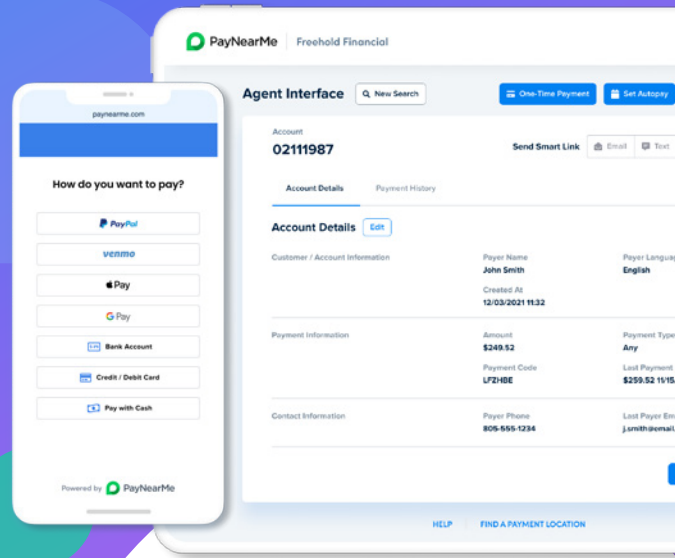
# MEMBER SPOTLIGHT



## Every payment. Every time.

PayNearMe gives you the tools you need to build exceptional payment experiences that your customers will love.

- Offer more payment choices including cards, cash, ACH, Apple Pay, Google Pay, PayPal and Venmo.
- Enable your customers to pay with cash at 40k+ retail locations including 7-Eleven, CVS, Walmart and Walgreens stores.
- Send smart payment reminders by text, email and push notifications with PayNearMe Business Rules to automate processes.
- Build smarter workflows and reduce PCI compliance scope with PayNearMe Agent Interface.



### We're Speaking at the 2023 Non-Prime Auto Financing Conference!

Jill Bohlken, Sr. Director of Sales at PayNearMe, along with other panelists, will share best practices for improving your collection cycle.

The Lifecycle of Loss Management

June 8th | 3:00 - 4:00 PM  
Windrose Ballroom

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

### Build Your Brand

#### The 2023 Annual Non-Prime Auto Financing Conference registration is now open.

Register now for your exhibit booth and sponsorship! Exhibit booths are selling fast so secure your spot before the waitlist starts. Looking to get your brand in front of the industry leaders? How about sponsoring Top Golf, a new event that's been added this year! Or would you rather have your company name and logo on the tote bags? There are many sponsorships available no matter your budget, and there is no better way to get your brand recognized than to have your company name and logo shown on the big screen!

[Email Diane Merino](#) or call **717-676-1533** for more information.

### 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](#) .....Executive Director
- [Kate Brady](#) .....Operations Manager
- [Diane Merino](#) .... Director of Business Development
- [Cindy Sly](#) ..... Director of Member Services

### Member News

Get the latest member news from Non-Prime Times, the official publication of the NAF Association.

[SUBSCRIBE HERE](#)