

**Learn from recognized industry experts!**  
**One-day Seminar sponsored by National Finance Adjusters**

**Burt Greenwood, CCRS - Technology**  
Buz is a former vice-president of MBNA America Bank, NA in Wilmington, DE. He currently serves as President of Greenwood Recovery Inc, Greenwood Towing Inc, Greenwood Vehicle Transport, Greenwood Remarketing Corp, Auto Title Service Corp, and Locators America Corp. Buz is a member of the Executive Roundtable and other regional organizations featuring forums for corporate CEOs.

**Jack Barnes, CCRS - Legal Procedures**  
Jack is one of America's foremost speakers and writers on the repossession and liquidation of collateral. He has addressed professional groups for more than thirty years and has directed production of videos and DVDs on the subject of repossession. He has represented the industry with the U.S. Justice Department and has been to the Pentagon to discuss repossessions on Military Installations with the Chief Counsel for the Department of Defense.

**Joan Hudson, CCRS - Certification**  
Joan is NFA's Executive Director and President of Automobile Recovery Bureau of La., and A.R.B. Investigations. Joan is a past NFA President and Chairman of the Board. She serves as liaison for the Recovery Industry and Office Of Financial Institute in implementing the self-help act in Louisiana.

**Dave Schmidt, CMC - Difficult People**  
Dave Schmidt is a professional business coach, trainer, and keynote speaker. He instructs hundreds of classes on "Dealing With Difficult People." Collectors, Repossessors, Special Assets personnel or anyone who deals with people needs to hear this informative and eye-opening presentation.

**Jimmie Jeter — Law Enforcement**  
Jimmie Jeter is nationally known in the field of fraud and vehicle related crimes. The Federal Bureau of Investigation, State Police, Local Police Departments, and Sheriffs Offices seek him as an instructor. (cont'd)

**Jimmie Jeter, continued**

Jimmie Jeter testifies on all levels of the judicial system as expert in the areas of fraud, vehicle identification, vehicle thefts, and white-collar crimes. He is a Senior Special Agent with National Insurance Crime Bureau.

**Tommie Tarsell—Specialized Insurance Needs of Repossession Industry**

Tommie Tarsell founded Tomco Insurance in 1977. She will present a compelling talk from more than 41 years of insurance experience, providing a checklist for insurance needed to protect the repo agent as well as their clients. Tommie was honored in a White House ceremony as one of America's Top Woman Entrepreneurs. She is a founder of National Assoc. of Women Business Owners (NAWBO) which now has Chapters in every state and 60 countries worldwide.

**Pearl Turpin - Effective Collections**

Pearl has been in the collections business for more than 40 years. Professional affiliations include California Senate Advisory Commission on the Debt Collection Industry, California Association of Collectors, Credit Professionals International, Consumer Credit Counseling Service of L.A., and Consumer Credit Associates. She has been recognized for her contributions many professional groups whose primary goal is collection education and performance excellence.

**Leslie Medina—LDM Enterprises**

Leslie focuses on safety and education of repossessors. A graduate of University of Southern California with degree in Business/Marketing, she has compiled a thorough database of resources to aid repossessors. She expanded into tools, keys, ignition and other topics important in servicing vehicles. A licensed Repossessor and Qualified Manager in California, Leslie teaches classes twice a year for repossessors. Each course includes both classroom and hands-on instruction to train recovery agents.

**Seminar attendees receive a Certificate of Participation acknowledging their attendance**

**Thursday**  
**July 22, 2010**  
**MARRIOTT**  
**WATERFONT HOTEL**  
**700 Alicanna Street**  
**Baltimore MD 21202**  
**www.marriott.com**

**Registration ..... 1:00 p.m.**

**Seminar ..... 1:00-5:00 p. m.**

**Networking Reception ..... 5:00-7:00 p. m.**  
*(Bring plenty of business cards)*

**Serving heavy hors d'oeuvres and refreshing beverages following the networking reception**

*If your collection manager or legal department head goes to just one conference this year*  
**Make this the one!**

**You may be eligible for FREE registration!**

If you are an employee in the collections or legal department of a bank, credit union, or leasing company, NFA invites you to participate in this seminar as our guest. We will send an invitation to the seminar and reception courtesy of NFA.

**For additional tickets, fax name and contact information to NFA at FAX (410) 728-2528.**

**Keynote Speaker**

**MICHAEL JACKSON**

*Director  
Regulatory Policy  
Commissioner of  
Financial Regulation  
State of Maryland*



*Regulatory Issues & Answers for Persons in the Vehicle Recovery Industry* will be presented by Michael Jackson, Director of Regulatory Policy within the State of Maryland's Office of the Commissioner of Financial Regulation.

Mr. Jackson graduated with a major in Economics from University of Maryland in 1980. He has been a public servant for 25 years.

As Director of Regulatory Policy for Maryland's Commissioner of Financial Regulation, Mr. Jackson oversees operational activities for some 5,000 financial institutions including development of operating policies and procedures, analysis of legislative proposals, and fiscal impact studies. In addition Mr. Jackson serves as an Education Instructor.

Mr. Jackson is responsible for implementation of training programs for new Financial Examiners regarding the Federal Truth and Lending Act, Real Estate Settlement Procedures Act, Maryland State Credit Regulations, including Interest and Usury Act, Retail Credit Account Act, Consumer Loan and Installment Sales Act, Secondary Loan and Mortgage Broker's Finder's Fee Act, Credit Grantor's Closed End and Revolving Credit Provisions Act, Federal and State Credit Reporting Agencies Act, Code of Maryland Regulation, Loan Administration operation of Mortgage Servicing Businesses, Analyses of Present and Future Value concepts, Financial Statement Analysis of Mortgage Lending Businesses.

Michael Jackson previously served as Executive Director, Consumer Credit Counseling Service of Maryland and Delaware.