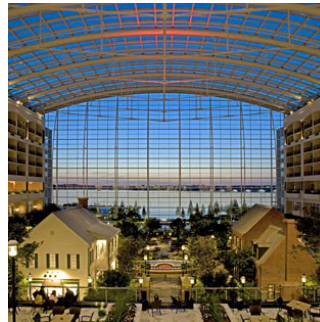
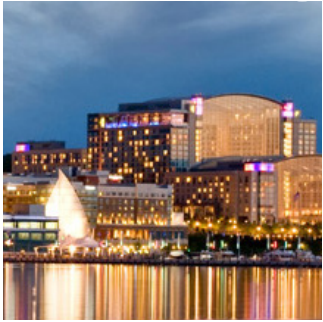


PRE-EVENT PACKET



2015



BANKRUPTCY & ESTATES CONFERENCE

“BALANCING RECOVERY RISKS AND OPPORTUNITIES”

PRESENTED BY



GAYLORD NATIONAL RESORT • NATIONAL HARBOR, MD • SEPT 23-24



BANKRUPTCY & ESTATES CONFERENCE

WELCOME!

Thank you again for registering to participate in the American InfoSource Bankruptcy & Estates Conference at the Gaylord National Resort & Convention Center.

Our annual education and networking event is just around the corner. This conference serves as a non-competitive environment where strategy, operations, and legal professionals from the nation's largest financial institutions can meet to discuss best practices and learn about the latest updates and trends in bankruptcy and deceased account management.

We believe this Conference will feature our most comprehensive agenda to date, thanks to our diverse panel of industry leaders.

Everything you need to prepare for the Conference can be found in this pre-event packet. Hotel information, agenda, maps, and FAQs are just a few things you will find.

If you have any questions, please do not hesitate contacting me directly. The American InfoSource team is honored to have you join us in our nation's capital for an exciting event.

We look forward to seeing you soon!

Sincerely,

Brian Welch
Marketing Director

American InfoSource
713.395.9514 - Office
512.762.6696 - Cell

bwelch@americaninfosource.com



BANKRUPTCY & ESTATES CONFERENCE

AGENDA

TUESDAY, SEPTEMBER 22ND

6:00 PM - 7:00 PM

Welcome Reception - The Atrium of the Gaylord National
Kick off the conference with cocktails, hors d'oeuvre, and overview of our program of events

7:00 PM - 8:30 PM

Group Dinner - National Pastime Grill (Located in Gaylord National)

WEDNESDAY, SEPTEMBER 23RD

7:00 AM - 8:00 AM

Networking Breakfast - Buffet in The Atrium of the Gaylord National

8:00 AM - 8:15 AM

Opening Remarks
Blake Hogan - President, American InfoSource

8:15 AM - 9:00 AM

Moving the Needle in the Chapter 7 World
Kelly M. Hagan - immediate past President, National Association of Bankruptcy Trustees

9:00 AM - 9:45 AM

What's the Buzz in Chapter 13 Bankruptcy
Henry E. Hildebrand - Chapter 13 Trustee, Middle District of Tennessee

9:45 AM - 10:00 AM

Break

10:00 AM - 11:00 AM

Debtor Attorneys - What We're Thinking About in 2015-16
Mary Beth Ausbrooks - Partner, Rothschild & Ausbrooks, PLLC

11:00 AM - 12:00 PM

Creditors Roundtable Sessions - Bankruptcy
Three 20-minute sessions: 1) Regulatory Issues 2) Operational Best Practices 3) Recovery Analytics

12:00 PM - 1:00 PM

Private Buffet Lunch - The Atrium of the Gaylord National

2:00 PM - 5:00 PM

Afternoon of Relaxation or Recreation
Group Outing - Potomac River Boat Cruise

6:00 PM - 7:00 PM

Cocktail Reception Overlooking the Potomac - Old Hickory Terrace

7:00 PM - 9:00 PM

Group Dinner - Old Hickory - Potomac Riverview Room

9:00 PM - 10:00 PM

Group Outing - Under the Lights Monument Tour



BANKRUPTCY & ESTATES CONFERENCE

AGENDA

THURSDAY, SEPTEMBER 24TH

7:00 AM - 9:00 AM	Networking Breakfast - Buffet in The Atrium of the Gaylord National
9:00 AM - 10:00 AM	Understanding Estates - Through the Eyes of a Probate Attorney Sara G. Murphy - President, Legacy Legal Center PLLC
10:00 AM - 11:00 AM	Latest from the CFPB
11:00 AM - 11:15 AM	Break
11:15 PM - 12:00 PM	OCC Update
12:00 PM - 1:00 PM	Private Buffet Lunch - The Atrium of the Gaylord National
1:00 PM - 2:00 PM	Creditors Roundtable Sessions - Estates Three 20-minute sessions: 1) Regulatory Issues 2) Operational Best Practices 3) Recovery Analytics



FREQUENTLY ASKED QUESTIONS

When are the ideal times for arrivals/departures?

Most participants will arrive on Tuesday, September 22nd . This allows guests to enjoy an afternoon/evening of leisure in beautiful National Harbor. Check-in time is 4:00pm. Meetings on Wednesday and Thursday will run until Noon and lunch will be served immediately thereafter. A departure time after 3:00pm on Thursday is recommended.

What is the dress code for the Conference?

The dress for conference sessions, group outings and receptions is business casual. Some attendees may find the meeting rooms to be chilly so please consider bringing a light sweater or jacket for your personal comfort level.

What if delays cause me to arrive late to the Conference?

For participants arriving the morning of Wednesday, September 23rd , if you anticipate missing the 8:00am opening remarks, please contact Brian Welch at 713-395-9514 or bwelch@americaninfosource.com.

Will transportation be provided at the Conference?

All Conference events take place at the Gaylord National Resort and Convention Center. We recommend taking a taxi or SuperShuttle from the airport for arrivals and departures. [Click Here for Maps & Transportation Info](#).

What is the weather going to be like?

Washington, D.C. temperatures in late September hover around the mid 70s during the day and in the mid 50s at night. All events and meetings will take place indoors.

Do I need to bring any materials with me for the meetings?

Each participant will receive a binder on the first day of sessions containing all of the materials we will cover during the Conference. Pens, notepads, and stationary will also be provided.

Will I have any time on my own to tour the area, sightsee, relax, etc.?

We are wrapping up early on Wednesday so our guests can enjoy an afternoon of relaxation and recreation. AIS will offer a complimentary Potomac River Boat Cruise for all creditors who are interested. We will also host an Under the Stars Monuments Tour after dinner on Wednesday. You may also branch out on your own and enjoy sightseeing tours, water taxi rides to downtown D.C., Mt. Vernon and Old Town Alexandria, shuttles to key D.C. destinations, world-class shopping and more. For more information and to book your tours, please check out the [Gaylord National Entertainment Guide](#).



KEY TIMES

Tuesday Welcome Reception	6:00pm	The Atrium of Gaylord National
Tuesday Night Group Dinner	7:00 pm	National Pastime Grill (Inside Gaylord National)
Wednesday Breakfast	7:00 - 8:00am	Eastern Shore 1
Opening Remarks	8:00am	Eastern Shore 1
Lunch	Noon	The Atrium of Gaylord National
Wednesday Night Cocktails	6:00pm	Old Hickory Terrace
Wednesday Night Group Dinner	7:00pm	Old Hickory (Rachel Jackson Room)
Thursday Breakfast	7:00 - 9:00am	Eastern Shore 1
Thursday Sessions Begin	9:00am	Eastern Shore 1



TRANSPORTATION

RONALD REAGAN WASHINGTON NATIONAL AIRPORT - DCA

Hotel direction: 8 miles W

Follow signs to George Washington Parkway South to Alexandria. Veer right at the sign to Slaters Lane, make a right at traffic light. Follow signs to US Route 1 and merge onto US-1. Follow signs to I-95 North (Maryland). Veer right at signs toward I-95. Veer left toward I-95 and merge onto I-95 North / I-495 East (Capital Beltway). Cross Woodrow Wilson Bridge toward Maryland. Take exit 2A toward National Harbor. Turn right on Waterfront Street. The resort is on the right.

WASHINGTON DULLES INTERNATIONAL AIRPORT - IAD

Hotel direction: 35 miles W

Follow Airport Exit signs. Take VA-267 East toward Washington and follow signs to I-495 South toward Richmond/Alexandria. Take I-495 South (Capital Beltway - Outer Loop) toward Richmond/Alexandria. Continue on Capital Beltway, but merge with I-495 East/ I-95 North toward Baltimore. Stay to right, following signs for Local Traffic to National Harbor. Cross the Woodrow Wilson Bridge toward Maryland. Take Exit 2A toward National Harbor. Turn right on Waterfront Street. The resort is on the right.

BALTIMORE/WASHINGTON INTERNATIONAL THURGOOD MARSHALL AIRPORT - BWI

Hotel direction: 42 miles N

Follow Airport Exit signs toward Washington DC. Take exit 2B for MD 295-South / Baltimore Washington Parkway toward Washington. Merge onto I-295-South toward Washington. Stay on I-295-South for about 35 miles. Take Exit 1B (the very last exit on I-295-South, past exit 1) toward National Harbor. Turn right on Waterfront Street. The resort is on the right.



SPEAKER BIOS:

MARY BETH AUSBROOKS

Partner, Rothschild & Ausbrooks, PLLC



Ms. Ausbrooks practices in Nashville and is a partner in the consumer debtor firm of Rothschild & Ausbrooks, PLLC. She is a board certified Consumer Bankruptcy Specialist and has been certified as such by the Tennessee Supreme Court and the American Board of Certification. She has served as the Tennessee State Chair for the National Association of Consumer Bankruptcy Attorneys and presently is a member of its Board of Directors. She is also a member of the Board of Directors for the American Board of Certification.

KELLY M. HAGAN

Chapter 7 Trustee, Western District of Michigan



Ms. Hagan is an attorney and trustee in bankruptcy, is licensed to practice in Michigan and Oregon. Since 2000, she has focused on representing chapter 7 panel trustees and state court receivers. In 2004, she was appointed to the panel of chapter 7 trustees in the Western District of Michigan; in addition, she has served as a chapter 11 trustee and liquidating trustee. Ms. Hagan is a member of the Board of the National Association of Bankruptcy Trustees; she is the immediate past President and served as the editor of its quarterly publication, NABTalk, from 2008-2011. In 2013, she was appointed to the Merit Selection Panel to assist the Sixth Circuit Judicial Council with recommending candidates to two bankruptcy judgeships in the Western District of Michigan. She is a graduate of the University of Oregon School of Law and the University of Michigan.

SPEAKER BIOS:

HENRY E. HILDEBRAND III

Chapter 13 Trustee, Nashville, TN



Mr. Hildebrand has served as Standing Trustee for Chapter 13 matters in the Middle District of Tennessee since 1982 and as Standing Chapter 12 Trustee for that district since 1986. He also is of counsel to the Nashville law firm of Lassiter, Tidwell, Davis, Keller & Hogan, PLLC. He is a fellow of the American College of Bankruptcy and serves on its Education Committee. He is Board Certified in consumer bankruptcy law by the American Board of Certification. He is Chairman of the Legislative and Legal Affairs Committee for the National Association of Chapter 13 Trustees (NACTD).

SARA G. MURPHY

President, Legacy Legal Center PLLC

Mrs. Murphy's practice in Oklahoma City includes estate planning, elder law and Medicaid planning, Veteran's benefits, tax planning, guardianships, probates and business matters. Mrs. Murphy regularly speaks to attorneys, CPAs, health care professionals and the public about estate planning and elder law. She is a member of the State of Oklahoma, Oklahoma County and American Bar Associations. She is licensed to practice in all district and federal courts in Oklahoma and is a member of the Oklahoma Bar Association Estate Planning and Tax divisions. Sara graduated from East Central University with honors and the University of Oklahoma School of Law. She is a Member of Wealth Counsel, National Association of Elder Law Attorneys, Advisors Forum, and the Oklahoma County Tax, Probate and Estate Planning sections.



SPEAKER BIOS:

JOHN MCNAMARA

Program Manager for Debt Collection, Consumer Financial Protection Bureau



John McNamara is the Debt Collections Program Manager for the Consumer Financial Protection Bureau. John is a member of the Installment Lending and Collections Markets team in the CFPB's Division of Research, Markets and Regulations. He serves as a subject matter expert on debt collection practices and as a liaison between the CFPB and both the collection industry and consumer advocates. Prior to joining the CFPB, John was Chief Marketing Officer for LiveVox and director/co-founder of Fidelis Recovery Solutions, Inc. He is a 31-year accounts receivable management (ARM) and call/contact center veteran, experienced in all phases of collections, recovery and call center operations with deep focus on technology, process improvement and compliance management systems.

John is a frequent speaker/panelist/consultant and author, addressing key issues and trends in the collection industry. John is a summa cum laude graduate of Kennesaw State University with a Bachelor of Business Administration degree in Finance.

GARY DONAHUE

Assistant United States Trustee, Providence, RI



Gary L. Donahue is the Assistant United States Trustee for the District of Rhode Island; previously he was a Trial Attorney with the Boston office of the United States Trustee. Mr. Donahue joined the Department of Justice as part of the Attorney General's Honors Program in 1992. Mr. Donahue received his Bachelor of Science degree from the Massachusetts Maritime Academy and his J.D. cum laude from the New England School of Law, where he was an Executive Case and Note Editor for the New England Law Review. Mr. Donahue is a frequent lecturer on Bankruptcy and litigation at the Department of Justice's National Advocacy Center and the National Bankruptcy Training Institute. Mr. Donahue is an adjunct faculty member at Roger Williams University.



AREA MAP



To download the complete directory click here:

<http://nationalharbor.com/wp-content/uploads/2014/05/NH-Map-Directory.pdf>

To view an interactive parking map click here:

http://nationalharbor.micromaps.com/index.php?map_id=679&layer=22912

HOTEL MAP



Overview Map



- ★ **DINING** ★
 - Old Hickory Steakhouse & Lounge (Lobby Level)
 - National Pastime Bar & Grill (Lower Atrium)
 - Pienza Restaurant (Lower Atrium)
 - Java Coast Fine Coffees (Lower Atrium)
 - ★ **BARS / LOUNGES** ★
 - Belvedere Lobby Bar (Lobby Level)
 - POSE Ultra Lounge (Roof Top)
 - ★ **RETAIL** ★
 - Paisleys: Accessories & More (Lower Atrium)
 - Amelia's Boutique (Lower Atrium)
 - Strictly First Glass (Lobby Level)
 - Key Provisions: News • Sundries • Gifts (Lower Atrium)
 - ★ **RECREATION** ★
 - Business Center (Ballroom Level)
 - Relâche™ Spa & Salon (Lobby Level)
 - Elevators to the Fitness Center, Pool & Bar, Potomac Playzone & Handicap Access to Pier (Take E2 elevator to level P1)
-
- LEGEND**
- | | |
|-------------------|--------------|
| Elevators | Concierge |
| Restrooms | Tours |
| ATM | Bus Pickup |
| Phones | Taxi Pickup |
| Bell Services | Shuttle Desk |
| Convention Center | Smoking |

HOTEL MAP



Convention Center

