

**PRE-EVENT
PACKET**



2016

**BANKRUPTCY & ESTATES
CONFERENCE**

“BALANCING RECOVERY RISKS AND OPPORTUNITIES”

PRESENTED BY
AIS
AMERICAN INFOSOURCE

GAYLORD NATIONAL RESORT • NATIONAL HARBOR, MD • SEPT 21-23



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!

Brian Welch
Marketing Director

American InfoSource
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BANKRUPTCY & ESTATES CONFERENCE

AGENDA

WEDNESDAY, SEPTEMBER 21ST

8:00 AM - 1:00 PM

Group Golf Outing (OPTIONAL)

Complimentary round of golf at the beautiful National Golf Club at Tantallon

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 Outing

THURSDAY, SEPTEMBER 22ND

7:00 AM - 8:00 AM

Networking Breakfast - Buffet in Eastern Shore 1

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

Tamara M. Ogier - Chapter 7 Trustee, Atlanta, GA - 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

PANEL: Bankruptcy Proceedings - A 360 Degree Perspective

Hon. D. Michael Lynn - U.S. Bankruptcy Court, Northern District of Texas (Retired)

Michael J. Klima Jr. - Creditors' Counsel, Peroutka, Miller, Klima & Peters, P.A.

Ed Boltz, Esq. - President, National Association of Consumer Bankruptcy Attorneys

11:00 AM - 12:00 PM

Creditors Roundtable Sessions - Bankruptcy

Industry-Specific Breakouts 1) Regulatory Concerns 2) Operational Best Practices 3) Key Industry Metrics

12:00 PM - 1:00 PM

Private Buffet Lunch - Eastern Shore 1

1:45 PM - 5:00 PM

Afternoon of Relaxation or Recreation

Group Outing - Exclusive Guided Tour of the George Washington's Mount Vernon

6:30 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 - TBD



BANKRUPTCY & ESTATES CONFERENCE

AGENDA

FRIDAY, SEPTEMBER 23RD

7:00 AM - 9:00 AM

Networking Breakfast - Buffet in Eastern Shore 1

9:00 AM - 10:00 AM

PANEL: Understanding Estates - Through the Eyes of Probate Professionals

Sara Murphy - President, Legacy Legal Center PLLC

Clare Russell - AIS Associate Corporate Counsel

10:00 AM - 11:00 AM

PANEL: Regulatory Update

Gary Donahue - Assistant United States Trustee, Providence, RI

Consumer Financial Protection Bureau (INVITED)

Office of the Comptroller of the Currency (INVITED)

11:00 AM - 11:15 AM

Break

11:15 PM - 12:00 PM

Creditors Roundtable Sessions - Estates

Three 20-minute sessions: 1) Regulatory Concerns 2) Operational Best Practices 3) Key Industry Metrics

12:00 PM - 1:00 PM

Private Buffet Lunch - Eastern Shore 1



FREQUENTLY ASKED QUESTIONS

When are the ideal times for arrivals/departures?

Most participants will arrive on Wednesday, September 21st . This allows guests to enjoy an afternoon/evening of leisure in beautiful National Harbor. Check-in time is 4:00pm. Meetings on Thursday and Friday will run until Noon and lunch will be served immediately thereafter. A departure time after 2:00pm on Friday is recommended.

What is the dress code for the Conference?

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

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

For participants arriving the morning of Thursday, September 22nd , 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 Thursday so our guests can enjoy an afternoon of relaxation and recreation. AIS will offer a complimentary VIP Tour of Mount Vernon for all attendees who are interested. You may also branch out on your own and enjoy sightseeing tours, water taxi rides to downtown D.C. 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

Wednesday Golf Outing (Optional)	8:00 am	
Wednesday Welcome Reception	6:00 pm	The Atrium of Gaylord National
Wednesday Group Dinner Outing	7:00 pm	National Pastime Grill (In Gaylord National)
Thursday Breakfast	7:00 - 8:00 am	Eastern Shore 1
Opening Remarks	8:00 am	Eastern Shore 2
Thursday Lunch	Noon	Eastern Shore 1
Thursday Relaxation & Recreation	2:00 pm	George Washington's Mount Vernon
Thursday Night Cocktails	6:30 pm	Old Hickory Terrace
Thursday Night Group Dinner	7:00 pm	Old Hickory (Potomac Riverview Room)
Friday Networking Breakfast	7:00 am	Eastern Shore 1
Meetings Begin	9:00 am	Eastern Shore 2
Friday Lunch	Noon	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

ED BOLTZ, ESQ. | **President, National Association of Consumer Bankruptcy Attorneys**



Mr. Boltz received his B.A. from Washington University in St. Louis in 1993 and his J.D. from George Washington University in 1996. He is a member of the North Carolina State Bar, where he has been certified as a specialist in consumer bankruptcy law. He is admitted to practice before the Districts Courts in both the Eastern and Middle Districts of North Carolina. Edward C. Boltz is a member of the Law Offices of John T. Orcutt, P.C., where he has managed the firm's office in Durham, North Carolina since 1998, representing clients in not only Chapter 13 and Chapter 7 bankruptcies, but also in related consumer rights litigation, including fighting abusive mortgage practices. In addition to serving on the Board of Directors for NACBA, where he is jointly responsible for directing the State Chair program, Mr. Boltz serves on the Bankruptcy Council for the North Carolina Bar Association and previously served as the Bankruptcy Chair for the North Carolina Association of Trial Lawyers. Mr. Boltz moderated the panel, "Military Members Deep in Debt", at the 2007 NACBA Convention. Mr. Boltz served as the Convention Chair for the 2008 NACBA Convention in Hollywood, as well as moderating a panel on Basic Bankruptcy Issues. Mr. Boltz's term as NACBA's President commenced January 1, 2013. In April 2008, Mr. Boltz testified on behalf of NACBA in Congress regarding the need for changes to the bankruptcy code to protect National Guard and Reservists returning from Iraq and Afghanistan from the harsh results of the Means Test, which was enacted as the National Guard and Reservists Debt Relief Act.

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.

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 (NACTT).



SPEAKER BIOS

MICHAEL J. KLIMA JR. | **CREEDITORS' COUNSEL, PEROUTKA, MILLER, KLIMA & PETERS, P.A.**



Mr. Klima was born and raised in Baltimore, Maryland, earning his bachelor's degree from Towson State University and Juris Doctorate from the University of Baltimore. Mr. Klima began his employment with Thieblot Ryan P.A. in 1996 as part of the collection staff, then as a law clerk, and finally as an attorney. In December 2015, Thieblot Ryan merged with another established Baltimore-area creditor's rights firm, The Steve Peroutka Law Group, forming Peroutka, Miller, Klima & Peters, P.A. Mr. Klima is licensed to practice law in Maryland, the District of Columbia, and Virginia. He oversees the firm's bankruptcy practice and is a member of the American Bankruptcy Institute and the National Association of Retail Collection Attorneys.

HON. D. MICHAEL LYNN | **U.S. Bankruptcy Court, Northern District of Texas (Retired)**



Hon. D. Michael Lynn is a pillar of the Texas bankruptcy legal community, having recently retired from the U.S. Bankruptcy Court for the Northern District of Texas, Fort Worth Division where he presided for 14 years. Prior to that, Judge Lynn practiced as a bankruptcy attorney in the Dallas/Fort Worth area for nearly 30 years. Judge Lynn has been a visiting professor at Southern Methodist University's Dedman School of Law teaching, among other courses, the Advanced Bankruptcy Course. He also was a visiting professor at Texas A&M School of Law. Judge Lynn is the editor-in-chief of Bloomberg Law: Bankruptcy Treatise. He has also been a contributing author for Collier's various prestigious bankruptcy publications as well as a former columnist for Bloomberg Law. Judge Lynn is licensed in Texas, having graduated from Columbia Law School. In January 2016, he joined Shannon Gracey as a bankruptcy attorney.

TAMARA M. OGIER | **Chapter 7 Trustee Atlanta, GA, Past President NABT**



Tamara Ogier has been practicing law in the area of bankruptcy and creditors' rights since 1995. Her practice has encompassed representing secured and unsecured creditors, trustees, debtors, debtors-in-possession, and serving as the Bankruptcy Trustee in Chapter 7 and Chapter 11 cases. Ms. Ogier is a Chapter 7 panel trustee and is known nationally as an expert in the field and frequently lectures to lawyers and trustees at seminars all over the country. Ms. Ogier is a Past President of the National Association of Bankruptcy Trustees, and past Chair of the State Bar of Georgia Bankruptcy Section. She has also served as Chair of the Atlanta Bar Association Bankruptcy Section. Ms. Ogier received her juris doctor from Georgia State University College of Law in Atlanta, Georgia, in 1995 and received her B.A. from Appalachian State University in Boone, North Carolina, in 1992.



GROUP DINNER VENUES



Watch a 30 foot video wall while you drink and dine at this cutting-edge sports-bar which blends contemporary design with sports memorabilia. Enjoy generous portions of comfort food and relive historical sporting events.



Old Hickory Steakhouse

est. 1977

We will host a cocktail hour (6:30 PM) and group dinner (7:00 PM) on Wednesday at Old Hickory Steakhouse, located on the Lobby Level of Gaylord National. For the finest in sophisticated dining, treat yourself to Old Hickory Steakhouse, where dinner is truly an unforgettable experience. Enjoy Harris Ranch premium beef, artisanal cheeses from our cheese cave, hand crafted cocktails and a cigar terrace.





RECREATIONAL ACTIVITIES

VIP GUIDED TOUR - GEORGE WASHINGTON'S MOUNT VERNON

You will have an opportunity to experience the majestic Mount Vernon, George Washington's former home. This beautiful estate has breathtaking views of the Potomac River from the terrace, and features information about George and Martha Washington's daily life. The group's exclusive Guided Tour of George Washington's Mount Vernon will begin with a short trip on a private shuttle from the Gaylord National Resort to the historic estate.

There, your VIP Tour Guide will escort you through the Gardens, Estate Grounds, the Mansion, the Grist Mill and Distillery and offer an opportunity to lay a wreath at George Washington's Tomb, providing a stirring conclusion to your time at the estate. The private shuttle will then return the group to the hotel with plenty of time to settle in and get ready for the evening's cocktail reception and dinner at Old Hickory.



NATIONAL GOLF CLUB AT TANTALLON (OPTIONAL)



Get the conference started early with a complimentary round of golf at National Golf Club at Tantallon. The outing is FREE for all registered attendees. This is a great opportunity to relax and enjoy the company of your peers before the conference gets underway. Groups will tee off beginning at 8:00 AM on Wednesday, September 21st. AIS will provide shuttle service to and from the course, which is less than ten miles from the Gaylord National.

This beautiful, tree-lined course neighbors historic Fort Washington near the banks of the Potomac River. Green fees, cart rental, unlimited driving range usage, as well as lunch, are included. You may bring your own clubs or rental clubs are available.



HOTEL MAP

Your Capital Waterfront **MAP DIRECTORY**

NATIONAL HARBOR

Tanger Outlets
Over 85 Brand Name & Designer Outlets

POTOMAC OVERLOOK

ST. GEORGE GARAGE

MARSH GARAGE

TRAVEL PLAZA

LEGEND

- Attractions: Water Taxis, Lunch & Dinner Cruises; Plaza Entertainment; The Awakening; Marina; The Plateau; Carousel; National Children's Museum; The Capital Wheel
- Public Safety Office
- Public Parking
- Post Office Services
- ATM
- Public Restrooms
- Metrobus Stop

Updated April 2014

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:

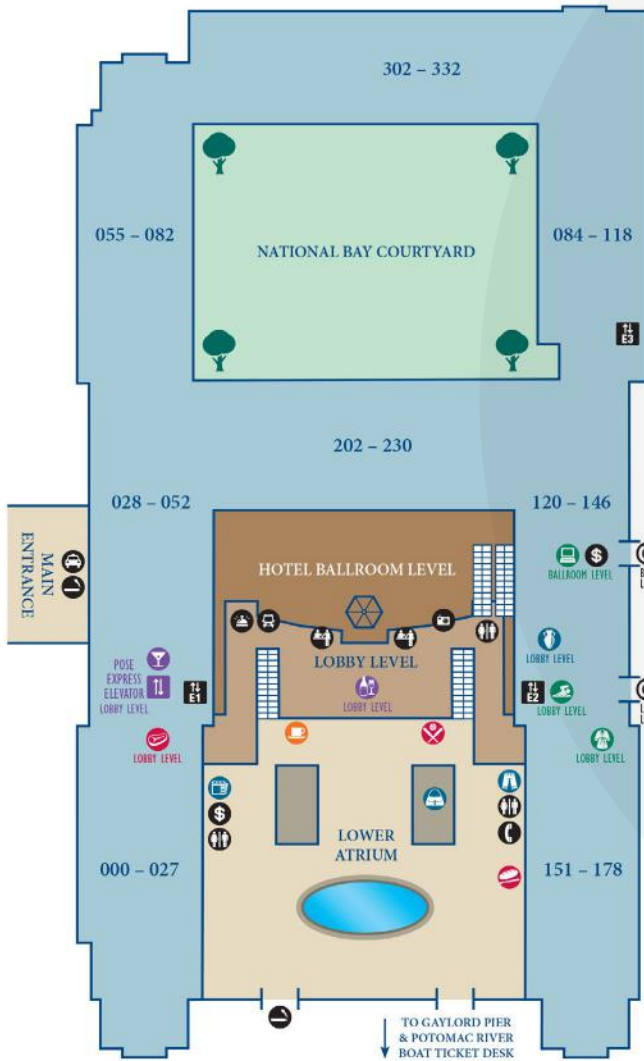
http://nationalharbor.micromaps.com/index.php?map_id=679&layer=22912



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

Hotel within a Hotel
Hotel Meeting Space | Levels 2 & Lower Atrium

