Hello PACE Members,

Where has the summer gone? In six weeks, PACE will be hosting more than 200 contact center executives, compliance officers and attorneys at our annual Washington Summit. This event has become the premier compliance and advocacy event of the contact center industry. This year will be no different. Those attending will hear from experts on topics such as call blocking and labeling, TCPA reform and privacy issues that affect contact centers now and in the future. Many of these issues are not specific to outbound efforts. Privacy and how you deal with customer data affects operations of any contact center.

Compliance has always been the crown jewel of PACE. Our members are recognized as companies who understand the complex regulatory environment, take advantage of PACE's compliance programs and are the "good actors" in an industry where many are not. We are proud of this as well as the fact that PACE is celebrating the 10th anniversary of the SRO. SRO-accredited companies have proven that they comply with all federal and state regulations focused on inbound and outbound contact center services. The companies who have achieved their SRO accreditation recognize the value internally, as a precaution to expensive litigation, as well as a differentiator from their peers. PACE has done a fantastic job in making sure that the FCC, FTC and Congress are aware of the SRO and recognize its value.

Another service of PACE in which we take great pride, is our highly-successful **Customer Engagement Compliance Professional (CECP).** More than 75 individuals have achieved CECP certification, undertaking the online process, attending the 2-Day Live training course at the Washington Summit and taking the test to gain certification. These individuals have proven that they understand all aspects of contact center compliance and are able to guide their companies through the complex set of federal and state regulations.

There are many benefits to companies for promoting the CECP to their compliance officers and personnel. CECP professionals are better able to make sure that the requirements for reporting and data capture, are incorporated into the company's compliance program. They know what scripts, inbound or outbound, must contain to meet regulation requirements. They know, in many cases, the true reasons for regulation, not just what the rules say. Simply put, CECP graduates are important to their company's welfare!

At the 2018 PACE Washington Summit, we will host a 2-Day Live training course led by compliance professionals. Following the live training course (September 22-23), attendees can complete their test on Monday September 24. Those CECP candidates who register for the live course receive a complimentary Washington Summit registration. They can then take advantage of the great speakers, sessions and networking events at the Summit. They can also attend PACE's Advocacy Day on Capitol Hill.

For information on or to register for the CECP certification program, click here. If you have questions, contact Chris Haerich, PACE Senior Vice President at 317-522-2768 or chris.haerich@paceassociation.org.

I look forward to seeing you at the 2018 Washington Summit. Remember, if your company is a Platinum member you can take advantage of your two complimentary registrations! Gold members, if you did not use your complimentary registration for ACX'18, you can apply toward one complimentary registration to the Summit. However, if you are a Silver member, deadline for the early-bird pricing is fast-approaching. The hotel registration will close on August 29 and there will be no rooms available after that date. The NCAA is having their annual convention in the hotel and they have the rest of the rooms.

Enjoy what is left of the summer and I hope to see you in Washington, September 23-25!

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