
STANDARDS BOARD CERTIFICATION
COMMERCIAL COLLECTION AGENCIES of AMERICA
Semi-Annual Conference
April 19-22, 2026
Austin, Texas

## Join us in Austin for Commercial Collection Agencies of America's Semi-Annual Conference!

An organization that benefits its members and their clients and upholds professionalism in the credit and collection community.

### Included in Your Registration Fee:

- Monday Cocktails and Dinner
- Monday, Tuesday & Wednesday Breakfasts
- Tuesday Group Lunch
- Triadic Event
- Education Sessions
- Networking Sessions
- Refreshment Breaks throughout conference
- Southern Hospitality
- Eleven (11) hours of CLEs and Agency CEU required hours

***Early Bird** registration rate available until*

***February 27, 2026***

### Attorneys!

**11 hours of CLEs!**

Be sure to list your state(s) at registration in order to receive credit

# Conference Schedule

## Sunday, April 19, 2026

| | |
|---|---|
| 12:00 - 4:00 pm | Optional Activities – Operation Explore Austin! |
| 3:00 - 5:30 pm | Registration and Southern Style Hospitality |
| 5:30 - 6:30 pm | Welcome Reception |

## Monday, April 20, 2026

| | |
|---|---|
| 8:00 - 9:15 am | Deluxe Networking Breakfast |
| 9:15 - 9:30 am | Conference Opening Remarks by CCA of A President |
| 9:30 - 10:30 am | The State of the Union and Collection Predictions |
| 10:30 - 11:30 am | Leadership in a Collection Practice - How to Keep it All Together! |
| 11:30 - 1:00 pm | Discover Local Eateries for Lunch with Colleagues |
| 1:00 - 2:00 pm | Mining Your Data into Gold |
| 2:00 - 3:00 pm | Updates on the Newest Legislation and Regulation:<br>Best Practices for Implementing Compliance |
| 3:00 -3:15 pm | Networking Break |
| 3:15 - 4:15 pm | The Rosenthal Fair Debt Collection Practices Act: California 1286-The Next Chapter |
| 6:30 - 9:30 pm | Welcome Reception and Dinner |

## Tuesday, April 21, 2026

| | |
|---|---|
| 8:00 - 9:00 am | Deluxe Networking Breakfast |
| 9:00 - 10:00 am | Educating Your Credit Grantor |
| 10:00 - 11:30 am | How Are New Technologies Impacting Your Collections?<br>Learn What's Working and What's Not! |
| 11:45 - 1:00 pm | Triadic Luncheon |
| 1:00 - 2:30 pm | New! Executive Training Breakout Sessions |
| 2:30 - 2:45 pm | Networking Break |
| 2:45 - 3:45 pm | War Stories III -Sip, Savor, and Share! |
| 4:00 - 6:00 pm | Triadic Tournament |
| 6:30 - 9:30 pm | Enjoy an Austin Evening at Your Leisure |

## Wednesday, April 22, 2026

| | |
|---|---|
| 8:30 - 9:30 am | Deluxe Networking Breakfast |
| 9:30 - 11:30 am | Closing Forum - The Best Kept Hidden Secret! |
| 11:30 am | Conference Closes |
| 12:00 4:00 pm | Optional Activities – Operation Explore Austin! |

## Sunday, April 19, 2026

### Welcome Reception

Celebrate the opening of another fabulous Semi-Annual Conference with a taste of true

Southern hospitality of Commercial Collection Agencies of America and The Legendary Driskill Hotel!



## Monday, April 20, 2026

### The State of the Union and Collection Predictions

This session will explore the current *state of the union* as it relates to the U.S. business and financial environment entering 2026, with a particular focus on trends shaping commercial accounts receivable and collections.

We'll begin with a concise overview of key economic conditions influencing business debt — including credit dynamics, interest rate movements, and working-capital pressures — that are affecting the commercial landscape as we enter the year.

From there, the discussion will shift to forecasts and strategic predictions for commercial collections in 2026, highlighting how technology (such as AI-driven analytics and automation), ethical ESG considerations, and evolving legal frameworks are transforming how businesses manage receivables and recover overdue payments.



### Leadership in a Collection Practice

***How to Keep it All Together!***

With burn-out and turnover at an all-time high, the difference between a high-performing team and a high-turnover team is LEADERSHIP. This course will explore strategic management how to drive liquidation rates without sacrificing morale or risk regulatory scrutiny.

### Mining Your Data into Gold

Examine how legal departments can harness AI to elevate risk management, contract analysis, and pre-litigation decision making. This session highlights practical applications—from extracting critical clauses such as venue, jurisdiction, and indemnities, to generating structured summaries of collection activity prior to legal escalation. Attendees will gain an understanding of how to convert routine legal data into operational efficiency, improved accuracy, and stronger strategic outcomes.

### Updates on the Newest Legislation and Regulation

***Best Practices for Implementing Compliance***

What states have bills pending? How are new regulations affecting the collection industry?

This session examines critical legislative and regulatory updates which seek to reshape our field. It will also deliver essential insights into new and emerging requirements. Attendance is recommended.

### The Rosenthal Fair Debt Collection Practices Act

***California 1286-The Next Chapter***

Last year, in July, our industry saw how California extended Rosenthal to commercial debts and then in October, clarified that trade credit was not treated as "covered commercial debt". Hear directly from industry experts-regulators, credit grantors, agencies and attorneys-how this Act impacted our agencies and practices. More importantly, what is on the 2026 horizon? What changes await our industry?

## Tuesday, April 21, 2026

### *New!* Educating Your Credit Grantor

Learn clear, practical methods to ensure that credit grantors are giving your agency accurate and sufficient documentation from the jump! You will gain actionable insights you can immediately apply to increase their collections and strengthen your strategies.



### How are new technologies impacting your collections?

***Learn what's working and what's not!***

Emerging technologies are reshaping the collections landscape at an unprecedented pace, but do they all deliver on their promise? This session will discuss successes, challenges and lessons learned when implementing new technologies and strategies. What drives measurable improvements producing real ROI, while keeping compliance standards and what may be falling short.

### *New!* Executive Training Breakout Sessions

These four fantastic executive level training sessions are designed to help you "**Work Smarter, Not Harder**" and will offer an exclusive opportunity for in-depth learning and candid discussion in a highly interactive setting. Practical strategies and real-world challenges, along with peer-level insights, promise to increase your skillset to streamline your operations, while increasing productivity!

### War Stories III -Sip, Savor, and Share!

The great team-building experience where the world of collections meets the world of wine. War Stories & Wine pairs the bold tales of real-world collection challenges with flights of exceptional wines! Join the fun as we recount our wildest, weirdest, and most hard-fought battles in the world of debt collection. Submit your collection-related war story to awaggoner@commercialcollectionagenciesofamerica.com



### Triadic Tournament

The unforgettable, interactive team-building experience! Join us for the Triadic Tournament – the best and most successful networking event in the collection industry! What's up for this year? Come and find out!

## Wednesday, April 22, 2026

### Closing Forum- The Best Kept Hidden Secret!

***It Ain't Over Until It's Over!***

At CCA of A conferences, there are six (6) agencies to every one (1) attorney who attends this last session! All agencies in one room! Don't miss your final chance to make meaningful connections for the coming year!

# Optional Activities

## Sunday, April 19, 2026

### Best of Austin Small-Group Driving Tour with Local Guide - *Including the State Capitol*

Get a comprehensive overview of Austin on this sightseeing tour. See famous landmarks along with hidden gems, real neighborhoods, and food trucks. Learn about Austin's history and culture with commentary from your guide and hear fun facts about the city that even the locals don't know.

- Explore Austin without getting lost with a guide
- Tour the Texas State Capitol and visit other interesting locations
- Check out some food trucks and other off-the-beaten-path sites
- Travel with a smaller size group for a more personalized tour

*$75 per person, includes round-trip transportation*
*Noon - 3:00 pm*

### 4-Hour Austin Signature Brewery Tour

Enjoy this Austin Brewery Small-Group Half-Day Tour which takes you to three popular breweries in the city, including Zilker Brewing Company and Taproom, the Brewtorium Brewery and Kitchen, and Celis Brewery, with tastings and a beer-inspired meal provided.

The tour is a small group limited to just 14 which provides an intimate experience.

No need to worry about transport as it's also included! Round trip from hotel to an easy-to-find meeting spot in Austin and at the end of the tour, back to the hotel!

*$145 per person; includes round-trip transportation*
*Noon - 4:00 pm*

### Golf Outing

*$200 per person; club rental $100 per person*

## At your leisure

### Hiatus Day Spa & Retreat

*20% off Spa Services and 10% off retail with hotel registration*

### In-Person Guided History Tour

*Complimentary with hotel registration*

### Self-Guided Art History Tour

*Complimentary with hotel registration*

### Paddleboard on Lady Bird Lake

*1 hour for 2 guests - complimentary with hotel registration*

## Wednesday, April 22 2026

### Austin South Congress Food Tour

***with 6 Tastings, Tacos & Sweets***

Our experienced guides will take you on an eclectic journey through Austin's vibrant and unique dining, nightlife, and shopping district the locals call "SoCo." On your adventure, you're likely to stumble upon delicious diner favorites, smoked BBQ specialties, and refreshing sweet treats.

Throughout the experience, you'll see firsthand why this town is so fabulously "weird" and learn why we want to keep it that way! South Congress isn't just any old street in Austin, it's the artery that leads straight to the heart of Texas.

*$175 per person; includes round-trip transportation*
*Noon - 4:00 pm*




### An Afternoon at the LBJ Presidential Library

A "must-see" for history buffs, President Johnson's library is one of three presidential libraries in Texas. It contains more than 45 million pages of historic documents. The library spans three floors that are accessible to visitors, and the ground floor includes an introductory video.

Our self-guided tour will take us to the second floor Legacy Gallery, which explores the transfer of power to LBJ the day Kennedy was shot and focuses on key decisions, including on civil rights and the Vietnam conflict.

Visitors see how the Vietnam War would have unfolded based on different decisions in a multimedia exhibit. On the top floor, observe a close-to-scale replica of the Oval Office during the Johnson years. Johnson recorded hundreds of hours of phone conversations with important political and cultural figures, including Martin Luther King Jr., and you can hear some of them here.

*$49/per person includes round-trip transportation*



# The Legendary Driskill Hotel

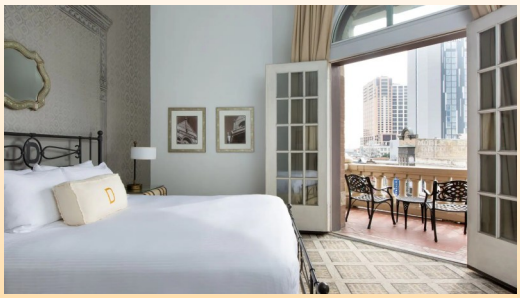
Click here or visit our Events page to book your room by March 29, 2026 at the special rate of $299/night, which has been made available for the three days before and three days after the conference.

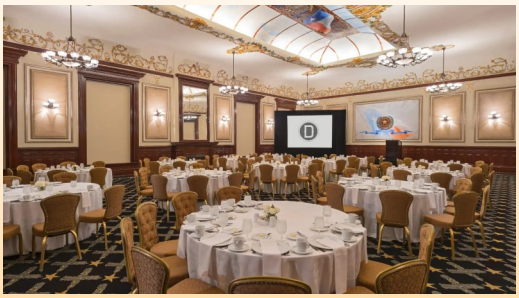
Members will be roomed in the 110 Tower, in which all guest rooms were fully renovated in 2025.

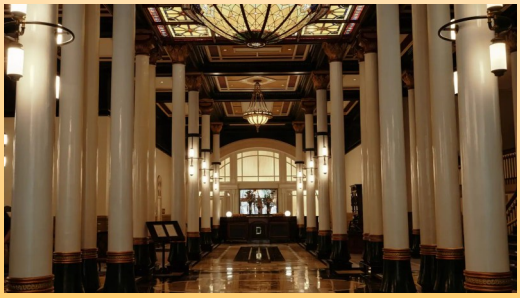
The historic, luxurious, landmark hotel is located at the corner of Brazos and 6th Street, right in the middle of the Austin scene. It has won awards from *Conde Nast Traveler* and *Travel and Leisure*.

CCA of A has negotiated a reduced destination fee of $15/day, which includes:

- Premium wifi
- Complimentary beer upon check-in
- Non-alcoholic welcome beverage station
- Two bottles of water daily
- Access to state-of-the-art, 24-hour fitness center overlooking downtown Austin
- Self-guided art history tour
- Paddleboard on Lady Bird Lake
- Discounts on a variety of local attractions









# Commercial Collection Agencies of America Semi-Annual Conference Registration Form

First Name: _____ Last Name: _____

Title:_____ Name on Badge: _____

Company _____

Address: _____ City: _____ ST: _____ ZIP: _____

Phone: _____ Email: _____

_____ Bill to Card type: _____ Name on Card _____

Card #_____ Exp date: _____ Code _____

Billing address: _____ City: _____ ST: _____ ZIP: _____

Phone: _____ Email: _____

Amount to be charged on card $ _____ Signature: _____

**Payment:** Visit commercialcollectionagenciesofamerica.com and click on "Events" to register online with your credit card. OR complete the form above and mail with your check to: Commercial Collection Agencies of America, PO Box 1695, Arlington Heights, IL 60006

**Included in Your Registration Fee:**

- Monday Cocktails and Dinner
- Monday, Tuesday & Wednesday Breakfasts
- Tuesday Group Lunch
- Triadic Event
- Education Sessions
- Networking Sessions
- Refreshment Breaks throughout conference
- Southern Hospitality
- Unlimited Networking Opportunities
- Eleven (11) hours of CLEs and Agency CEU required hours

**Cancellation Policy**

Full refunds will be given if notification is submitted in writing prior to February 27, 2026.

Cancellation notices received between February 28 and March 12, 2026 will receive a 50% refund.

Cancellation notices received on or after March 13, 2026 will unfortunately not receive a refund.

**Hotel**

The conference will be held at the legendary **Driskill Hotel**. Click here or visit our Event page for the link to book your stay at the special conference rate of $299/night.

**Special Requests**

Accessibility:

_____

Dietary Requirements:

_____

**Please list state(s) in which you seek CLEs:**

**Conference Fees**

| | | | | |
|---|---|---|---|---|
| Members | (until 2/27/26) | _____ @ | 895.00 = | _____ |
| | (after 2/27/26) | _____ @ | 925.00 = | _____ |
| Social guest or second firm member | (until 2/27/26) | @ | 695.00 = | _____ |
| | (after 2/27/26) | @ | 750.00 = | _____ |
| Guest Name: | | _____ | | |
| Additional firm members | | _____ @ | 595.00 = | _____ |
| Guest Name: | | _____ | | |
| Non-members: | (until 2/27/26) | _____ @ | 1,295.00 = | _____ |
| | (after 2/27/26) | _____ @ | 1,395.00 = | _____ |

**Optional Events**

| | | | |
|---|---|---|---|
| Sunday Golf Outing | _____ @ | 200.00 = | _____ |
| *club rentals* | _____ @ | 100.00 = | _____ |
| South Congress Food Tour | _____ @ | 175.00 = | _____ |
| LBJ Presidential Library | _____ @ | 49.00 = | _____ |
| Best of Austin/Capitol Tour | _____ @ | 75.00 = | _____ |
| Signature Brewery Tour | _____ @ | 145.00 = | _____ |

**Processing Fee**

(applies to check and credit card payments) ***25.00***

**Total** **$** _____