

SPEAKER BIOGRAPHIES (IN ORDER OF APPEARANCE)



*Trump & Congress:
The First Seven Months*

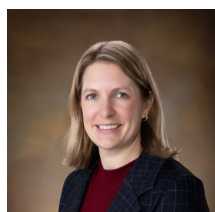
Scott Jennings is Senior Political Contributor for CNN and is one of the nation's most well-known conservative commentators. He appears daily on the network's various shows, including the 10pm debating show "Newsnight with Abby Phillip," where clips of his 4-on-1 exchanges go viral on a weekly basis.

A native of Dawson Springs, KY, Scott is a veteran of numerous presidential, senate, and congressional campaigns. He's the Founding Partner of RunSwitch Public Relations in Louisville, KY, a full-service communications firm handling corporate and political clients. He has been a longtime political confidante of US Senator Mitch McConnell and served as Special Assistant to President George W. Bush, after working on both of Bush 43's successful campaigns.

Scott writes regular newspaper columns for The Daily Mail and for the Los Angeles Times. He's a graduate of the McConnell Center for Political Leadership at the University of Louisville, where he earned his undergraduate degree in Political Science. He has completed Fellowships at the Harvard Institute of Politics and the University of Chicago Institute of Politics. He has also taught at the Harvard Kennedy School and Tufts University.

Scott hosts a daily national radio show on the Salem Radio Network called 'The Scott Jennings Show.' He is also the author of a forthcoming book titled, "**A Revolution of Common Sense: How Donald Trump Stormed Washington and Fought for Western Civilization.**"

Scott and his family reside in Prospect, Kentucky, where they keep a large flock of laying hens, three dogs, and four boys.



ACA/Industry Update

Jennifer Whipple is president of Collection Bureau Services Inc. in Missoula, Montana. She graduated from the University of Montana School of Business Administration in 2008 with a degree in business administration and management and has worked at Collection Bureau Services since 2001.

She is a third-generation collection agency owner who started working at Collection Bureau Services while still in high school. Over the years she has worked in every department in the company and in almost every role, including as a file clerk, data entry specialist, legal assistant and collector. She moved into the position of president after her father's retirement in 2018. She served on the board of the Montana Collection Association for more than a decade. She has earned ACA's Scholar and Professional Collection Specialist designations and in 2020 received the Unit Leader of the Year award.

Whipple joined ACA's Board of Directors in 2021 and is the current President.



*Using AI in the
Collections Space*

Frank McArthur is an experienced industry professional specializing in digital collections, communication strategies, and process optimization, having successfully led numerous initiatives designed to improve collection processes, enhance customer engagement, and drive organizational efficiency. In addition to a dynamic career in both first and third-party collections, Frank has significant experience on the technology side having collaborated with and represented companies such as LiveVox, NiCE, Alvaria, Zoom, UJet, and currently Avtal. His diverse background provides him with a unique perspective on the technology landscape, enabling him to expertly select and leverage the right solutions to boost organizational performance.

TBD



Legal Panel

Brandon Blackburn is a creditor's rights attorney and managing partner of Blackburn Law Office, LLC based in Columbus, Ohio. Mr. Blackburn has 17+ years' experience in the fields of creditor's right litigation and compliance in the State of Ohio. Blackburn Law Office, LLC represents a wide array of clients including collection agencies, medical and dental practices, law firms and various other creditors.



Legal Panel

Boyd Gentry is an experienced FDCPA litigator. He has represented the ARM industry for over 20 years. Boyd defends debt purchasers, third-party agencies, and law firms in federal and state courts. He has litigated hundreds of cases throughout the midwest. With deep experience in harassment cases and related tort claims (such as fraud, defamation, and invasion of privacy), he has obtained dismissals and summary judgment victories for his clients and successfully tried cases to juries.



Legal Panel

Chris Murphy has worked in collections since 2004, working for providers, insurance companies, and collection agencies. Today, his practice includes third-party consumer collections, assisting agency owners on day-to-day legal issues, and assisting clients in finding workable solutions to the dilemma of the day. Chris is commonly the industry representative when meeting with state legislators as he has extensive knowledge of state and federal regulations as it pertains to the ARM industry and its clients.

Chris's practice is in Westerville. When not working or taking kids to/from their activities, he can be found in his woodshop making furniture.



CFPB Update

John McNamara is Chief Growth Officer for digital engagement provider, Avtal.

Prior to joining Avtal, John was the Principal Assistant Director of Markets in the Research, Regulations, and Markets Division of the Consumer Financial Protection Bureau. There he led a team of subject matter experts and analysts covering credit card, payments, auto lending, credit reporting, debt collection, debt settlement, fintech, mortgage, small business lending and the use of artificial intelligence and machine learning in consumer financial services. He also managed budgeting, staffing, and administration of the Bureau's Markets Office.

At the CFPB, John was a key member of the team that wrote Regulation F, the implementing regulation for the Fair Debt Collection Practices Act.

Prior to joining the CFPB, John was Chief Marketing Officer for LiveVox, a leading provider of cloud contact center solutions and director/co-founder of Fidelis Recovery Solutions, Inc., a debt collector. He has over 40 years of experience in the accounts receivable management (ARM) and call/contact center industries, in addition to all phases of collections, recovery and call center operations with deep focus on technology, process improvement, compliance management systems and eleven years of experience as a federal consumer financial protection regulator, most of that as a senior executive.

McNamara also served as COO for Asset Management Outsourcing, Inc., SVP of Banking and Retail Operations for First Data Corporation's ARM unit, Nationwide Credit/ACB, and VP of Operations for United Recovery Systems, LP.

John is a frequent speaker/panelist/consultant and author, addressing key issues and trends in the financial services industry. In 2012, John chaired both the National Collections and Credit Risk conference and the Financial Services Collections and Credit Risk symposium. In 2011 John was named an ACA International Scholar and Fellow. He also is the 2009 winner of the ACA Kurt Swersky award for leadership. In 2007, John was appointed Vice President and Board Member of the Georgia Collectors Association. John was named to *Collection Advisor* magazine's list of the Top 50 Most Influential Collection Professionals for 2006 and 2019.

John has served as Chairman of the ACA Affiliate Committee, and member of the Debt Buyers Association (now RMAi) Education Committee. John also served on both the Technology and Compliance Committees for TRMA.

John is a summa cum laude graduate of Kennesaw State University with a Bachelor of Business Administration degree in Finance. In 2014, John received his MBA from Kennesaw State University, where he was named a University Scholar.