

PRE-EVENT PACKET



2017



CONNECT

FINANCIAL SERVICES CONFERENCE

NEW LOCATION. NEW LOOK. NEW IDEAS

PRESENTED BY

AIS 
AMERICAN INFOSOURCE

SURF & SAND RESORT • ORANGE COUNTY, CA • SEPT 26-29

WELCOME!

Thank you for registering to participate in the Connect Financial Services Conference.

The financial services industry is changing fast, and so are we. That's why the concept of our annual learning and networking event has evolved to reflect what the industry has told us matters most...the opportunity to CONNECT with peers in a non-competitive environment.

Connect 2017 will stay true to the foundation set by previous AIS conferences while continuing to incorporate new ideas to broaden the curriculum.

Like years past, this conference will give creditors the chance to:

- Network with peers, industry professionals and members of the AIS Team
- Discuss the industry's most pressing operational and compliance challenges
- Identify new opportunities for reducing costs and optimizing revenue

You will hear from Bankruptcy Judges and Trustees, Consumer Bankruptcy Attorneys, and members of regulatory bodies like the CFPB. We will dive into compliance issues, operational best practices and recovery analytics with your peers during our "Creditor Only" break-out sessions. And most importantly, we look forward to discussing common challenges, regulatory changes, and new ideas that could potentially impact your business.

Everything you need to prepare for the conference can be found in this pre-event packet. Agenda, FAQs, and maps are just a few of the 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 for this exciting event.

We look forward to seeing you soon!

Sincerely,



Brian Welch
Director of Marketing

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NEW FOR 2017

In addition to our new name, we've made several enhancements based on the feedback we received from last year's participants.



California, Here We Come

The results are in. After four years in the nation's capital, we've decided to take the Conference out west to the amazing Surf & Sand Resort in Orange County, CA. We believe this venue and its unique location on the shores of the Pacific will make this Conference one to remember.



Extra Day of Networking

We've been told that "CONNECTING with peers" is what's most valuable to our participants. So we've added an extra day to the agenda which will feature more special events and time for participants to interact with one another outside of the Conference Center setting. We hope you take advantage of this unique opportunity.



Focus on "Credit Bureau Reporting"

Based on attendee feedback, we are adding a session dedicated to credit bureau reporting. A Q&A with Bureau experts will be held along with "Creditor-Only Roundtable" breakouts where participants can share industry best practices.



Group Outings & Recreational Activities

Last year's highlight just got better. Attendees will now have the option to take part in a Whale and Dolphin Safari across the beautiful Pacific Ocean. A complimentary group golf outing will again be available at the prestigious Pelican Hill Golf Club while others can enjoy an afternoon excursion to Fashion Island.

AGENDA

TUESDAY, SEPTEMBER 26TH

3:00 PM

AIS Hospitality & Registration Center Opens

Meet our staff and grab your welcome packet and refreshments at 15FiftyFive Lounge just off of hotel lobby

4:00 PM

Guest Room Check-In at the Surf & Sand Resort

6:00 PM - 7:00 PM

Welcome Reception - Ocean Terrace at the Surf & Sand Resort

A perfect Conference start with bites, cocktails, and a beautiful sunset overlooking the Pacific

7:00 PM - 8:30 PM

Group Dinner - Poolside at the Surf & Sand Resort

WEDNESDAY, SEPTEMBER 27TH | BANKRUPTCY SESSIONS

7:00 AM - 8:00 AM

Networking Breakfast - Conference Center Foyer

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

National Association of Bankruptcy Trustees - INVITED

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: A 360 Degree Perspective on Bankruptcy Litigation Trends

Unique insights from Bankruptcy Judges, Consumer Bankruptcy Attorneys and other Bankruptcy Experts

11:00 AM - 12:00 PM

Creditors Roundtable Sessions - Bankruptcy Matters

Industry-Specific Breakouts 1) Operational Best Practices 2) Technology Solutions 3) Key Industry Metrics
Hear how the industry is managing rule changes, benchmarking against other companies and much more.

12:00 PM - 1:00 PM

Private Buffet Lunch - Catalina Terrace

1:45 PM - 5:00 PM

Afternoon of Relaxation or Recreation

Group Outing - Whale and Dolphin Safari

Guests may also choose to enjoy a variety of other spectacular things (Beaches, Shopping, Art Galleries)

AGENDA

6:30 PM - 7:00 PM **Cocktail Reception at Sunset - TBD**

7:00 PM - 9:00 PM **Private Group Dinner - Offsite Location - TBD**

THURSDAY, SEPTEMBER 28TH | REGULATORY SESSIONS

7:00 AM - 8:00 AM **Networking Breakfast - Conference Center Foyer**

8:00 AM - 9:00 AM **Regulatory Roundup**
Latest from the CFPB, U.S. Trustee Program, and OCC

9:00 AM - 10:00 AM **Credit Bureau Reporting - Cracking the Code**

10:00 AM - 10:15 AM **Break**

10:15 AM - 11:15 AM **Creditors Roundtable Sessions - Regulatory/Compliance Matters**
Three 20-minute sessions: 1) Pain Points / Best Practices 2) Litigation Trends 3) Examination Preparation

11:15 AM - 11:30 PM **Closing Remarks**
Blake Hogan - President, American InfoSource

11:30 AM - 12:30 PM **Private Buffet Lunch - Catalina Terrace**

1:00 PM - 5:00 PM **Afternoon of Relaxation or Recreation**
Group Golf Outing - Pelican Hill Golf Club
Group Outing - An Afternoon at Fashion Island
Guests may also choose to enjoy a variety of other spectacular things (Beaches, Shopping, Art Galleries)

6:30 PM - 8:00 PM **Cocktails and Group Dinner on Catalina Terrace at Surf & Sand Resort**

8:30 PM - 9:00 PM **S'mores and More at 15FiftyFive Lounge**
Fire pits, s'mores and reliving the week's events with peers are a perfect way to cap off the Conference

FRIDAY, SEPTEMBER 29TH

7:00 AM - 8:00 AM **Getaway Breakfast - Catalina Terrace**

FREQUENTLY ASKED QUESTIONS

When are the ideal times for arrivals/departures?

Participants will arrive on Tuesday, September 26th. Check-in time is 4:00pm. The AIS Hospitality & Registration Center Opens at 3:00 PM in the 15FiftyFive Lounge just off the hotel lobby. Here, you can meet our staff and grab your welcome packet and refreshments. Attendees will gather for cocktail hour and group dinner that evening. Meetings on Wednesday and Thursday will run until Noon and lunch will be served immediately thereafter. Complimentary group activities are offered both Wednesday and Thursday afternoons. A departure any time after 8:00am on Friday, September 29th is recommended.

What are the recommended airports and modes of transportation?

We suggest attendees fly into John Wayne Airport (SNA) or Los Angeles International Airport. Surf & Sand Resort is located 20 minutes away from John Wayne Airport (SNA) and an hour from Los Angeles International Airport (LAX). We recommend taking a taxi or Uber to and from the airport. Transportation to and from pre-arranged activities will be provided for all attendees.

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

For participants arriving the morning of Wednesday, September 27th, if you anticipate missing the 8:00am opening remarks, please contact Brian Welch at 713.395.9514 or bwelch@americaninfosource.com.

What is the dress code for the Conference?

The dress for general 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 is the weather going to be like?

Orange County temperatures in late September hover in the mid 80s during the day to the mid 60s during the night.

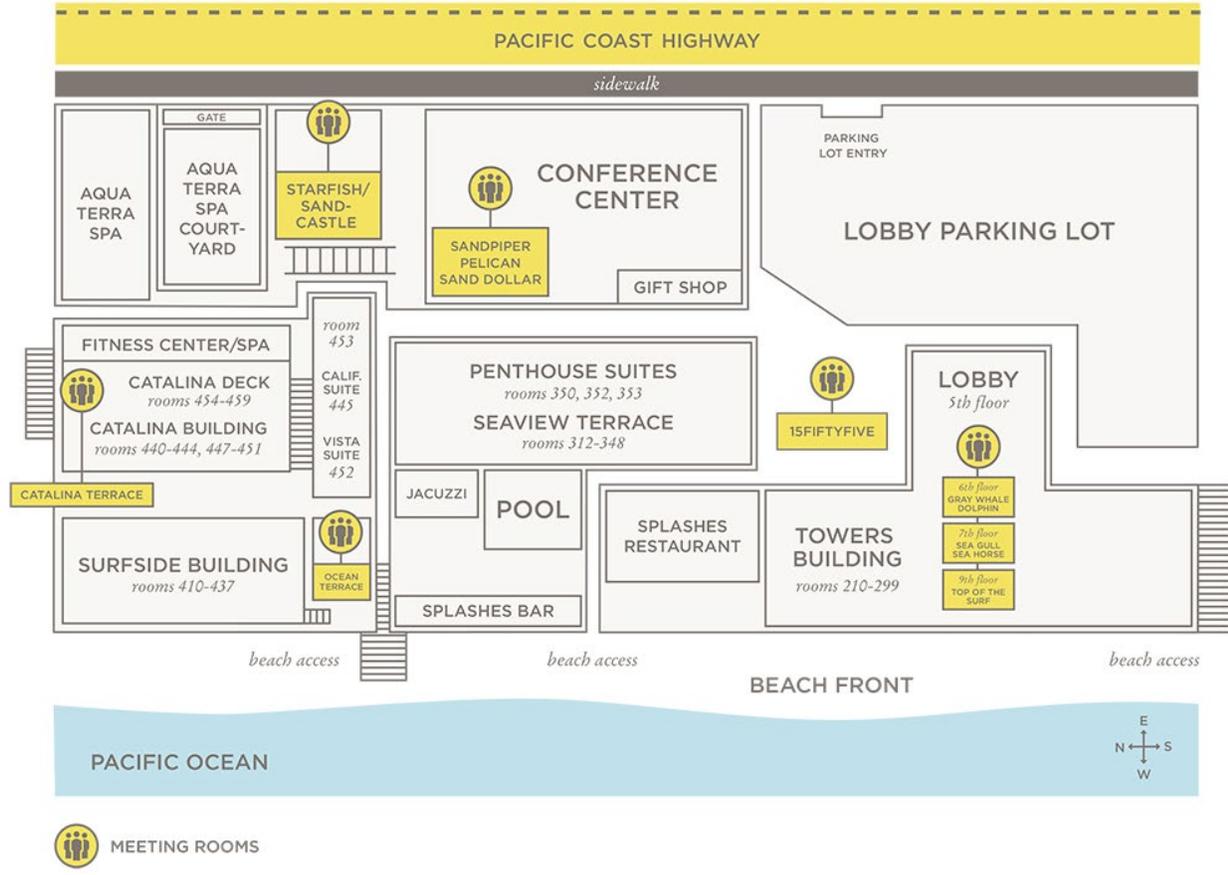
Do I need to bring any materials with me for the meetings?

Each participant will receive a binder on the first day of sessions containing all 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, relax, etc.?

We are wrapping up early on Thursday afternoon so guests can enjoy various activities including relaxation and recreation. AIS will offer a complimentary dolphin and whale safari on Wednesday afternoon. We will also host a complementary trip to Fashion Island and round of golf at Pelican Hill Golf Club for all individuals who are interested.

HOTEL MAP



To view an interactive parking map click here:
<http://www.surfandsandresort.com/interactive-map/>