



32nd Annual North American Consumer
Protection Investigators
Training and Business Meeting

August 9-12, 2009

Four Seasons Hotel
Miami, Florida

Conference Agenda

Tools, Tricks and Trends

August 9-12, 2009

Sunday, August 9

1:00 pm to 5:00 pm: **NACPI Board of Directors Meeting & Working Lunch**

6:00 pm to 10:00 pm: **Registration & Welcome Reception**

NACPI is excited to welcome the attendees of the 32nd Annual North American Consumer Protection Investigators Training and Business Meeting to Miami, Florida. Please join the Board of Directors, Conference Facilitation Committee and Florida Host Agency for an evening of networking, relaxation and laughter. Registration will begin at 6:00 pm at the Poolside Bahia. Cocktails and light fare will be included.

Monday, August 10

8:00 am to 9:00 am: **New Members Meeting**

Welcome to your first NACPI conference! Join us for this session to learn how to get the most out of this week of educational and networking opportunities. Representatives from the Executive Board and Board of Directors will share advice on various conference activities and on how to take full advantage of your conference attendance. This will also be an opportunity to start to meet and network with your NACPI colleagues.

9:00 am to 10:30 am: **Welcome Breakfast**

10:30 am to 11:00 am: **Opening Ceremonies and Key Note Speaker**

Mike Salario, Assistant Deputy Commissioner, Department of Agriculture and Consumer Services

Mike is the Assistant Deputy Commissioner in charge of the Division of Aquaculture and the Division of Consumer Services. Prior to joining the Department, Mike was Fire Marshal for the city of Tampa and Chief of Fire Arson Investigation with the Division of State Fire Marshals. He earned a Bachelor of Arts degree in

Criminal Justice from St. Leo College and Master of Science degree in Public Administration from Troy State University. His hobbies include fishing, hunting, and golfing. He lives in Tallahassee with his wife, Carla, and his dog, Leo.

11:00 am to 12:00 pm:

Telemarketing Fraud

How do you find out/determine who the offending business is? Once determined, what do you do? General overview of telemarketing businesses and typical scams with a case scenario used to illustrate the investigative process and results.

Presenter:

Mirisasha Velez, Senior Financial Investigator, Department of Agriculture and Consumer Services, Orlando, Florida

12:00 pm to 1:30 pm:

Lunch on your own

1:30 pm to 3:30 pm:

Home Improvement/Mortgage Fraud RICO Enterprise Case Study

Learn the steps necessary for a successful investigation and prosecution of a multi-defendant, multi-victim fraud investigation. See how each member of this scheme, from mortgage brokers & lenders to unlicensed contractors & title companies, played a part in this multi-million dollar fraud. Documents from the investigation and exhibits from the trials will be used to show how the investigative team proved their case. This case study is an excellent example of the type of criminal behavior exhibited by mortgage brokers and lenders that has contributed to today's housing and financial crisis.

Presenters:

Ellen Wilcox, Special Agent, Florida Department of Law Enforcement, Tampa, Florida

Michael Williams, Assistant Statewide Prosecutor, Florida Attorney General's Office, Tampa, Florida

Kevin Jackson, Chief Investigator, Hillsborough County Consumer Protection Agency, Tampa, Florida

3:30 pm to 4:30 pm:

Auto Repair Complaints & Inspections

This program will examine how and why the Office of Agricultural Law Enforcement becomes involved with a Motor Vehicle Repair case; the difference between a civil and criminal case; preparing a vehicle for a sting, and unscrupulous tricks used by Motor Vehicle Repair Shops.

Presenter:

Lt. Dave Rigdon, Regional Commander, Office of Agricultural Law Enforcement, Tallahassee Region, Florida

4:30 pm to 5:00 pm: **Regional Meetings**

NACPI is made up of investigators from around the United States, Canada, Bermuda and more. At your regional meeting, you will meet other investigators in your local area who may prove to be valuable resources to you. During your regional meetings you will also be responsible for voting in the leadership of our organization (the Board of Directors are elected from each regional area).

7:00 pm to 10:00 pm: **Major Networking Event: Palm Grove Pool**

Please join us at the Palm Grove Pool here at the hotel on Monday night. This is a great opportunity to come and meet investigators from other consumer organizations throughout the United States and Canada. This networking event has been very successful in the past as a way to get to know other people who share in your profession and may be invaluable in your work as a consumer investigator, as an investigator from another jurisdiction might have information they can share with you on a particular consumer case you are working on that will assist you in the handling of that case. Dinner and cocktails will be included.

Tuesday, August 11

8:00 am to 9:00 am: **Continental Breakfast**

9:00 am to 10:00 am: **Investigative Tools: Consumer Sentinel**

The Consumer Sentinel Network is a free investigative tool that allows users to search millions of consumer complaints provided directly to the Federal Trade Commission, as well as complaints shared by other organizations, which include the Better Business

Bureaus and the U.S. Postal Inspection Service. During the presentation, we will show many of the tools that enable users to support an investigation or develop new cases. These tools enable users to filter search results, save searches, schedule periodic searches, set investigative alerts, download complaints, and redact sensitive information from complaints when printing.

Presenter:

Nicholas Mastrocinque, Consumer Sentinel Project, Federal Trade Commission, Washington D.C.

John Krebs, Program Manager, Consumer Sentinel Network, Federal Trade Commission, Washington D.C.

10:00 am to 10:15 am: **Break**

10:15 am to 12:00 pm: **General Business Meeting**

This meeting is open to all NACPI attendees and we strongly encourage you to attend this meeting. The meeting will cover topics such as possible sites of future NACPI conferences and details of the next years conference in addition to a detailed explanation of NACPI's budget by NACPI's treasurer. This forum is a time for a candid dialogue with each other and with NACPI Board Members about current events and issues.

12:00 pm to 1:30 pm: **Lunch on your own**

1:30 pm to 2:30 pm: **Overview of the Automotive Extended Warranty Industry**

This brief introduction to the Automotive Extended Warranty Industry will provide investigators with an idea of what the industry is doing in regards to a lot of the problems they have encountered and get feedback from the investigators on what should be done going forward to address these issues.

Presenter:

Larry Hecker, Executive Director, Automotive Warranty & Service Contract Association, Selbyville, Delaware

2:30 pm to 3:30 pm: **Top Ten Investigative Resources**

Ever wonder if you're looking at the best sites or contacting the right people for your investigations and research? Confused with the 1,000 results on a topic that your search engine provides? Disappointed with outdated contacts provided by your co-workers? We've polled our NACPI members utilizing the top ten categories of complaints from the 2008 Consumer Federation/NACPI Survey of state agencies. During this training session, we'll provide and discuss the results of our investigators' responses, which should save you investigative time as well as agencies' resources. Our session will provide useful investigative resources, no matter what your level of experience, computer usage or knowledge may be.

Presenter:

Tonya Hetzler, Investigator, Consumer Protection Division, North Dakota Attorney General's Office

3:30 pm to 5:00 pm:

Roundtable Session***

A favorite of many of our members, the Roundtable Sessions give Investigators an opportunity to share past and current investigations with their colleagues. Find out how other members and their agencies can assist you in a case. This will be conducted in a secured room.

****Due to the sensitive nature of the topics discussed, associate members are not permitted to attend this session.*

6:30 pm to 11:00 pm :

NACPI Lounge

A complimentary selection of snacks and beverages will be available throughout the evening. Come mingle with your colleagues and take the opportunity to get to know each other better.

Wednesday, August 12

8:00 am to 9:00 am :

Continental Breakfast

9:00 am to 11:00 am :

Sharpening Your Teeth: Advanced Investigative Training for Administrative Watchdogs

The session will set out the 8 principles of excellence that apply to any kind of investigation. If they are not followed, an investigation will almost inevitably be flawed. We discuss how to gather evidence efficiently and effectively, and then assess it objectively. We also discuss how to deal with the media when releasing an investigative report.

We include two case studies that demonstrate the principles in action. One involves a systemic investigation into Private Career Colleges, based on complaints from the public that many of them were flouting the law, leaving unwary students thousands of dollars out of pocket and out of luck. We discuss how the investigation was planned and conducted, as well as how it was successfully presented to the media, creating headlines across the Province. It will also illustrate how we persuaded the government to beef up an oversight agency responsible for protecting students in these situations. The second case study concerns the death of a soldier during a training exercise. It took over 10 years, and nearly a dozen different investigations, to find out what happened. Our investigation led to a complete overhaul of the way the military investigates deaths and – just as importantly - how they treat the families of those who give their lives on duty.

Presenters:

Gareth Jones, Director, Special Ombudsman Response Team (SORT)

André Marin, Ombudsman of Ontario

11:00 am to 12:00 pm: **Closing Ceremonies**

12:00 pm to 1:30 pm: **Board of Directors Meeting & Working Lunch**

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Conference Registration:

\$235 if you register by July 9, 2009*
\$260 if you register after July 9, 2009

*To qualify for the early bird rate, your registration must be received by Susan Kerr, NACPI Treasurer, by Thursday, July 9, 2009. Registrations at the regular rate will be welcomed thereafter and on-site at the conference.

How to Register:

Event registration forms are available online at:

<http://www.nacpi.org/pdfs/Registration%20Form%202009.pdf>

To make your reservations at the hotel, please contact the Four Seasons directly at 305-381-3381 or by using the reservations fax form which can be found at:

<http://www.nacpi.org/pdfs/Miami%20Group%20Reservation%20Form.pdf>

Reservations must be made at the Four Seasons no later than July 17 to guarantee the group rate of \$150.00 per night.

Cancellation Policy:

Requests for a refund of conference fees will be reviewed on a case by case basis by the NACPI Executive Board. All requests must be submitted in writing and must be made not later than 72 hours prior to the Conference to be eligible for a partial refund, minus the \$30 annual membership fee. All requests should be sent to the NACPI Treasurer, Sue Kerr, at skerr@ag.state.ia.us.

All programs and times are subject to change. Please check the NACPI website (under Annual Meetings) for the most up to date conference schedule.