



33rd Annual North American Consumer
Protection Investigators
Training and Business Meeting

August 15-18, 2010

Omni Shoreham Hotel
2500 Calvert Street, Northwest
Washington, DC 20008

Conference Agenda

3 C's: "Connect, Communicate, Collaborate"

August 15-18, 2010

Sunday, August 15

12:00 pm to 4:00 pm: **NACPI Board of Directors Meeting & Working Lunch**

6:00 pm to 10:00 pm: **Registration & Welcome Reception**
Blue Room Terrace

NACPI is excited to welcome the attendees of the 33rd Annual North American Consumer Protection Investigators Training and Business Meeting in Washington, DC. Please join the Board of Directors, Conference Facilitation Committee and Washington, DC Host Agency for an evening of networking, relaxation and laughter. Registration will begin at 6:00.

Monday, August 16

8:30 am to 9:00 am: **New Members Meeting**
Calvert Room

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**
Blue Room Prefunction

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

Charles Harwood, Deputy Director, Federal Trade Commission

Charles Harwood became a Deputy Director of Federal Trade Commission's Bureau of Consumer Protection in 2009. Previously, he served for 20 years as the Director

of the Federal Trade Commission's Northwest Regional Office, located in Seattle. Mr. Harwood was also, for 6 years, a counsel to the U.S. Senate's Committee on Commerce, Science, and Transportation, and he worked briefly in the office of former FTC Chairman Daniel Oliver.

In 2001, Mr. Harwood received the FTC Chairman's Award for service to the agency and the public.

Mr. Harwood also serves on the Indian Arts and Crafts Board, an advisory board within the U.S. Department of Interior that oversees implementation of federal laws promoting the marketing and sale of Native American arts and crafts.

Mr. Harwood is a member of the Oregon and District of Columbia Bars. He received a B.A. from Whitman College, Walla Walla, WA, and a J.D. from Willamette University College of Law, Salem, OR.

11:00 am to 12:00 pm: **The Top Travel Scams
Blue Room**

This presentation will encompass an overview of ASTA (American Society of Travel Agents) and the Travel Industry. We will then move into a discussion on fraud related issues including consumers as targets and travel agents as targets. We will include tips for reducing fraud and conclude with a roundtable discussion of travel related consumer complaints.

Presenter:
**John Pittman, Vice President, Industry and
Consumer Affairs, ASTA**

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

1:30 pm to 2:30 pm: **Operation Underdog
Blue Room**

OPERATION UNDERDOG is a case review of the Bansal Crime Family that has operated and committed numerous crimes on the East Coast of the United States. This criminal organization was first detected by the Fairfax County Police Department in 1995. They were arrested and convicted in 1996 for conducting an Illegal Gambling Operation. This conviction did not stop their criminal activity. In 2004 a new investigation began, OPERATION

UNDERDOG. This investigation conducted by the Fairfax County led to the arrest and convictions of eleven individuals under the Federal RICCO Act.

Presenter:
James Cox, Squad Supervisor, Special Investigations, Money Laundering Unit, Fairfax County Police

2:30 pm to 4:00 pm: **General Business Meeting
Blue Room**

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.

4:15 pm to 10:00 pm: **Networking Event Sponsored by Carfax International Spy Museum
Meet just outside Blue Room to travel together**

Through interactive exhibits with state-of-the-art audiovisual effects, film, and hands-on components, the International Spy Museum traces the evolution of espionage through the people who practiced the profession and provides a context for guests to interpret the role intelligence plays in current events. The Museum's permanent exhibition presents the tradecraft of espionage and showcases the ingenuity and imagination of real-life spies and spymasters. Guests adopt a cover, break codes, identify disguised spies, and become the subjects of covert surveillance throughout their visit. Through these interactive experiences and immersive environments, the Museum examines actual events, reveals true stories, and presents hundreds of authentic tools of the spy trade. See your binders for more information about the Spy Museum.

Following our experience at the International Spy Museum, the group will head to Austin Grill (<http://www.austingrill.com/>) for dinner.

NACPI thanks Carfax for its generous sponsorship of this networking event.

Tuesday, August 17

8:30 am to 9:00 am: **Continental Breakfast
Blue Room Prefunction**

9:00 am to 11:15 am: **Roundtable Session***
Blue Room**

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

11:15 am to 12:15 pm: **Don't Fall For It
Blue Room**

This program will look at a consumer education radio program called "Don't Fall For It" based out of Chicago, IL and hosted by Tom Brady of the United States Postal Inspection Service. This radio program is the only radio program of it's kind in the country. In addition, the program will look briefly at the United States Postal Inspection Service, including some of its biggest cases on Anthrax, Charles Ponzi and more.

**Presenter:
Tom Brady, Inspector in Charge, Chicago Division,
United States Postal Inspection Service**

12:15 pm to 1:45 pm: **Lunch on your own**

1:45 pm to 2:45 pm: **Investigating a Charity Complaint
Blue Room**

This program will be an overview of documents and information that we seek when investigating a potential violation of the Maryland Solicitations Act and how we apply them to our investigation. Documents discussed will include those that can be obtained from charitable organizations and their professional fundraisers, as well as documents that are already publicly available.

Presenter:
**Michael Schlein, Investigator, Maryland Office of
the Secretary of State**

2:45 pm to 3:00 pm: **Break**

3:00 pm to 4:00 pm: **VIN cloning: One of the Nation's Biggest Used
Car Scams
Blue Room**

Imagine buying the used car of your dreams, only to find out soon after it's a stolen car that's been "cloned." Carfax and the National Insurance Crime Bureau (NICB) work together to combat this growing issue and help protect consumers nationwide. Learn what VIN cloning is, how it works and what Carfax and the NICB are doing to help consumers avoid being victims.

Presenters:
**Darrell T. "Rusty" Russell, Director of Vehicle
Investigations, National Insurance Crime Bureau**

Larry Gamache, Communications Director, Carfax

Wednesday, August 18

8:30 am to 9:00 am: **Continental Breakfast
Blue Room Prefunction**

9:00 am to 10:00 am: **Consumer Sentinel***
Blue Room**

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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 Attorney

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

10:15 am to 11:15 am: **Agency and Code Collaboration to Promote Code Compliance
Blue Room**

Collaboration between code enforcement staff of varying disciplines can be effective in resolving short term life-safety compliance matters while also promoting long term resolution. The County of Fairfax, Virginia deployed a collaborative effort to resolve a proliferation of illegal boarding houses over the past three years, and has recently leveraged experiences and processes gained by that and other matrixed efforts to expand its enforcement and code compliance program.

Presenter:

Jeff Blackford, Director, Department of Code Compliance, County of Fairfax, Virginia

11:15 am to 12:15 pm: **Regional Meetings
Great Lakes Region – Calvert Room
Southern Region – Governors Board Room
Western Region – Embassy Room**

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 that 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).

12:15 pm to 1:45 pm: **Lunch on your own**

1:45 pm to 2:45 pm: **Ponzi Schemes
Blue Room**

This program will look at Ponzi schemes, their history, commonalities and what to look for when investigating a

Ponzi scheme. The program will then take a closer look at the Bernie Madoff case. Finally, we will discuss the Bureau's priority programs and how the Bureau chooses to prioritize cases.

Presenter:
Brian L. Crews, Supervisory Special Agent,
Economic Crimes Unit, Federal Bureau of
Investigation

2:45 pm to 3:45 pm: **Slamming, Cramming and Bill Shock**
Blue Room

Thousands of consumers a year complain to the FCC about problems on their phone bills: an unexpected and unauthorized switch in carriers (slamming), unexplained third-party charges (cramming), or a sudden jump in a bill from one month to the next (bill shock). The FCC's Consumer Bureau handles complaints, and the Enforcement Bureau handles investigations, to try to minimize these problems and help consumers when they do occur. This talk will describe what the agency is now doing to address these issues.

Presenter:
Joel Gurin, Chief, Consumer and Governmental
Affairs Bureau, Federal Communications
Commission

3:45 pm to 4:00 pm: **Break**

4:00 pm to 5:00 pm: **Brilliant Deceptions**
Blue Room

This program will look at the gem industry. We will examine a case study involving a purchaser who was misled by the merchant as to the quality of the diamond purchased. This program will also provide investigators with tips and tricks for identifying and investigating gem scams. This presentation will scrutinize cases filed against diamond retailers, liquidators involved in going-out-of-business sales, and reveal why the content of gem laboratory reports are unreliable. Learn how to recognize deceptive trade practices, money laundering and violations of the Kimberly Process within the diamond industry, and how to obtain a reliable independent gem appraisal.

Presenter:
Ellyn Kay, Investigator, Fairfax County Consumer Affairs

5:00 pm to 5:15 pm: **Closing Ceremonies
Blue Room**

6:00 pm to 8:00 pm: **Board of Directors Meeting and Working Dinner**

**2010 North American
Consumer Protection Investigators
Annual Training and Business Conference
August 15-18, 2010**

Conference Registration:

\$235 if you register by July 15, 2010*
\$260 if you register after July 15, 2010

SPECIAL!!! \$85 for Conference Day Pass: Rate includes notebook, agenda, and conference for one day as well as 2010 NACPI membership. Evening events at an additional \$50 per event charge.

*To qualify for the early bird rate, your registration must be received by Susan Kerr, NACPI Treasurer, by Thursday, July 15, 2010. 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%202010.pdf>

Accommodations:

To make your reservations at the hotel, please contact the Omni Shoreham directly at 800-545-8700 or by clicking on the reservations link on our website:

<http://www.omnihotels.com/FindAHotel/WashingtonDCShoreham/MeetingFacilities/33rdAnnualTrainingBusinessConference8.aspx>

Reservations must be made at the Omni Shoreham no later than July 15 to guarantee the group rate of \$154.00 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.