
Members' Meeting & AGM
3 February 2015

08.30

Registration & refreshments

10.00

Welcome address

Leigh Berkley *CSA president*

10.15

FCA address

Louise Marfany

FCA consumer credit supervision division

10.45

A trade association's perspective

Rachael Corcoran *BCCA* / Ian Fiddeman *BBA*
Fiona Hoyle *FLA* / Richard Koch *UKcards*
Greg Stevens *CCTA*

11.15

**The debt purchase market
- what would stop us selling?**

John Godfrey *Blackhorse Finance*
Jaime Graham *Santander*
Nick Winterbottom
National Australia Bank

11.45

**An update from the
Lending Standards Board**

David Pickering & Liz Thompson

12.00

TSI Primary Authority

Jackie White *W Yorkshire Trading Standards*

12.30 **Lunch**

13.30

**General Data Protection Regulation update
(formerly EU Data Protection Regulation)**

Andrew Dyson & Loretta Marshall *DLA Piper*

14.00

The FCA experience: A CSA Member panel

Barry Culver *Capital Recoveries*
Stuart Knock *EOS*
Adam Wonnacott *Burlington*

15.00 **Coffee break**

15.30

CSA AGM

16.15

DCA update

Nick Cherry & Denise Crossley
CSA Board Directors

Compliance Meeting
4 February 2015

08.30

Registration & refreshments

10.00

CSA compliance update

Claire Aynsley & Gillian Tiplady *CSA*

10.15

FCA address

Garry Hunter *FCA debt permissions*

10.45

**Investigations, data accuracy and security:
keeping your information safe**

Alastair Barter *ICO*

11.15

**The gift of complaints! Helping you analyse
your business processes**

Juliana Francis *FOS* / Mark Hollands *FOS*

11.45

CSA Code of Practice and Trace Code

Jamie McGrath *CSA Trace Working Party*
Claire Aynsley *CSA*

12.15 **Lunch**

Developing a compliance skill set

13.15

Dr David Hutchinson
NOCN & CSA Board Observer

13.20

**Creating a career pathway:
CSA Level 2 apprenticeship**

Bev Foster *NSAFS* / Chris Shaw *1st Locate*

13.45

Gillian Tiplady *CSA*

CSA Compliance Forums 2015 launch

**CSA e-Learning Academy:
your 24/7 distance learning platform**

**Level 3 Diploma for
the Debt Collection Industry:
Knowledge³ - your steps to success**

14.30 **Coffee break**

15.00

**CSA Level 5 Diploma
in Compliance Risk Management
- a student's perspective**

Robert Bell *RB Compliance Consultancy*
Natalie Bourner *Global Debt Recovery*
Steve Vallis *1st Credit*
Martin Wicks *ARC Europe*