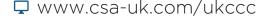
UK CREDIT & COLLECTIONS CONFERENCE 2021





9 SEPTEM	BER 2021	NEWCASTLE UPON	
09.00	REGISTRATION / NETWORKING / EXHIBITION		
10.00	WELCOME / OPENING ADDRESS: CHRIS LESLIE (CSA CEO)		
10.10	KEYNOTE: ECONOMIC CONTEXT - SETTING THE SCENE FOR THE YEAR AHEAD DAVID MILES, PROFESSOR OF FINANCIAL ECONOMICS (IMPERIAL COLLEGE BUSINESS SCHOOL)		
10.45	REGULATORY UPDATE ROSANNA BRYANT, PARTNER, ADDLESHAW GODDARD		
11.00	OMBUDSMAN UPDATE SARAH CONWAY AND JOHN WIGHTMAN (FINANCIAL OMBUDSMAN SERVICE)		
11.15	NETWORKING BREAK / EXHIBITION		
BREAKOUT STREAMS		REGULATION, COMPLIANCE & POLICY	COMMERCIAL & BUSINESS INNOVATION
11.45 - 12.30	ATTRACTING THE NEXT GENERATION OF TALENT CHAIR: ANDREW BUNTING NATALIE DOUGLASS & LEE PARKER (NEW STREET CONSULTING)	EARLY ENGAGEMENT & FINANCIAL LITERACY CHAIR: IAN REA SEBRINA McCULLOUGH (FINANCIAL WELLNESS GROUP) KEVIN SHAW (MAPS)	PUBLIC SECTOR PARTNERSHIPS CHAIR: CHRIS LESLIE MARC GILL (HMRC) MATT HOOPER (CROWN COMMERCIAL SERVICE)
12.30 - 13.30	LUNCH		
13.30 - 14.15	EFFECTIVE REPAYMENT PLANS CHAIR: JIM APPLEBY ROB HASLINGDEN (EXPERIAN) FREDDY KELLY (CREDIT KUDOS)	SOCIAL VALUE AND ESG RESPONSIBILITIES: THE NEW CSR CHAIR: NICK CHERRY AMIN ABOUSHAGOR (FORMER IOD POLICY ADVISOR, INDEPENDENT CONSULTANT) RUSSELL HAMBLIN-BOONE (CIVEA)	TRENDS IN CONSUMER CREDIT CHAIR: JOANNE COWENS NICOLA VINCENT & ALASTAIR MCGEORGE (DELOITTE)
14.20 - 15.05	NEW WAYS OF WORKING POST-PANDEMIC CHAIR: JANE PEACOCK VICTORIA TOMLINSON (NEXT-UP) CRAIG HINCHLIFFE (ACI/PERCH)	FUTURE REGULATORY CHANGE: DEBT REPAYMENT OR DEBT RELIEF? CHAIR: YVONNE MACDERMID KEVIN STILL (DEMSA) LOU YATES (TRUSTFOLIO)	TRENDS IN COMMERCIAL CREDIT CHAIR: DENISE CROSSLEY VICTORIA HERD (HILTON BAIRD) FRANK HORVATH (LINK FINANCIAL) JOHN KANE (CICM)
15.05 - 15.50	NETWORKING BREAK / EXHIBITION		
15.50 - 16.25	CUSTOMER CARE PANEL: NEW THINKING AND BEST PRACTICE CHAIR: KATHRYN MORGAN (LOWELL) LEIGH HARRINGTON (ACADEMIC RESEARCHER ON LANGUAGE IN COLLECTIONS COMMUNICATIONS) SARAH CONWAY (OMBUDSMAN LEADER, FINANCIAL OMBUDSMAN SERVICE) JAN MOSIEWICZ (DIGIMASS) GARETH MCNAB (CHRISTIANS AGAINST POVERTY)		
16.25 - 16.30	CLOSING COMMENTS AND SUMMARY: TOM CHANDOS (CSA CHAIR)		
16.30	CLOSE		







UKCCC DRINKS RECEPTION / GALA DINNER / CSA AWARDS

