



CRF Credit & A/R Forum and EXPO—Orlando, FL

Monday August 13

8:00 - 12:00 **Technology Breakout Sessions - Various Provider User Group Meetings - Separate Registration Required**

12:00 - 2:00 Service Provider Exposition—Lunch will be provided in the EXPO Hall

2:00 - 2:15 **Break**

2:15 - 2:30 **Opening Remarks**

2:30 - 3:45 **Electronic Transactions and Social Media - Bruce Nathan, Esq, Lowenstein Sandler LLP** - This session will highlight the latest legalities to be considered when utilizing social media inputs in your risk management decisioning.

4:00 - 6:00 Service Provider Exposition and Cocktail Reception in the EXPO Hall

Tuesday August 14

7:00 - 8:30 **Breakfast Buffet**

8:30 - 9:00 **Opening Remarks**

9:00 - 10:15 **Economic Update - William Strauss, Sr. Economist and Economic Advisor, Federal Reserve Bank of Chicago** - The latest update and outlook on the US economy.

10:15 - 10:30 **Break**

10:30 - 11:45 **Cyber Insurance Coverage and More . . . What to Know About the New World of Insurance - Steve Bridges, Esq, Senior Vice President of Cyber and E&O Practice, International Risk Consultants now JLT Specialty, USA** - Hear what companies are doing to protect their firms from Cyber intrusions. The session will also debunk confusing issues associated with credit insurance, while providing insights into the latest applications of insurance as a risk mitigation tool. Learn the ins and outs, fact vs fiction when considering insurance as an opportunity to mitigate risk.

11:45 - 12:45 **LUNCH**

12:45 - 1:45 **Technology in a Financial Shared Services Environment - Chris Caparon, COO, Cforia Software** - Whether you are operating in a Shared Service Center, Global Business Services, centralized or decentralized environment, this session will address the latest technology trends in support of the discipline.

1:45 - 2:45 **Artificial Intelligence: 3 Ways AI and Machine Learning Will Transform Modern Credit Management - Robert Kirk, Sales Leader, Solution Advisory, Dun & Bradstreet** - Artificial Intelligence (AI) and machine learning, two huge buzzwords right now, are impacting modern business in big ways - including the world of commercial credit. While AI is not a new notion, it has taken on increased focus with the explosion of Big Data over the past few years. Machine learning holds the potential to make AI even more effective in the commercial credit industry, and may be a catalyst for AI's greater adoption. As AI increases in complexity, we need to examine the pivotal role that data quality has in determining the success businesses will have using AI and machine learning - - and some pitfalls to watch out for as organizations adopt these new technologies.

2:45 - 3:00 **Break**

3:00 - 4:00 **Cyber Security - Best Practices for a CIO and CEO's Consideration - Gregory A. Garrett, Head of US and International Cyber Security, BDO** - This session will address the top 10 recent cyber security trends, and provide an analysis of significant 2018 cyber events, including high-impact modes of attack such as ransomware, cryptocurrency heists and crypto-jacking. We will also address cyber security from a C-Suite perspective, sharing the 10 best practices for CEOs as they consider what to do about cyber security, and the top questions CIOs need to ask.

4:00 - 5:00 **The Millennial - How One Company Has Maximized - Moderated by Kurt Albright, Director of Credit and Collections, Uline Inc** - Hear from an organization that is leading the charge on engaging the millennial population to support the future leaders of their business.

Wednesday August 15

7:30 - 9:00 **Continental Breakfast**

9:00 - Noon **CRF Open Forum** - Real time peer-to-peer exchange of needs and experiences.

Please refer to the CRF Events page for details on User Group Meetings being held in conjunction with the Forum