



# 2023 Consumer Rights Litigation Conference (CRLC) Class Action Symposium and Pre-Conference Intensives

October 26-29, 2023 | Hyatt Regency Chicago

The nation's premier gathering of attorneys representing consumers



Earn up to **15.25 CLE credits**, including up to **3.75 ethics credits** by attending the Main Conference.

Earn up to an additional **6 CLE credits** for the **Class Action Symposium**, **4 credits** for the **Student Loan Intensive**, and **6.5 credits** for the **Introduction to Consumer Law Intensive**.

**Automatic 50% discounts available** for private attorneys with less than five years of experience ("Next Generation") and ALL legal aid advocates.

Early Bird Registration Deadline: September 15

**Dear Friends,**

On behalf of the National Consumer Law Center (NCLC) and the National Association of Consumer Advocates (NACA), we invite you to join us in Chicago this October for the **32nd annual Consumer Rights Litigation Conference and Class Action Symposium** – the third and largest gathering of 2023 in the **NCLC/NACA Consumer Law Educational Events Series**.

This year's CRLC – the first to be hosted jointly by NCLC and NACA – will have a robust agenda of 60+ substantive breakout sessions for advocates of all experience levels, led by the nation's consumer law experts and leading practitioners, covering a diverse array of topics in every major area of consumer law, from the "ABCs" of handling auto fraud cases, to high-level strategies for dealing with arbitration clauses, to successful methods for challenging algorithmic bias in credit and housing, and much, much more.

The CRLC is an opportunity for advocates from across the nation – private practice attorneys, legal aid advocates, government enforcement officials, policy advocates, and so many others in our community – to strengthen longstanding relationships and build new ones in hallway conversations and at networking events that often serve as sources of mentorship, partnerships, co-counseling arrangements, and more.

New to the conference this year will be two pre-conference programs, both taking place on Wednesday, October 25: an **Introduction to Consumer Law Intensive**, designed to help new attorneys lay the groundwork for successful careers in consumer advocacy, and the **Student Loan Intensive**, a half-day convening addressing a wide range of topics in student loan law. Following the main conference, the **Class Action Symposium** will convene a smaller group of experienced class action practitioners to discuss high-level developments and strategies in consumer class action litigation.

In our shared fight for consumer justice, there's simply no substitute for a strong, tight-knit consumer law community, and the CRLC is where our entire community comes to learn, connect, and get inspired to take on the challenges facing the people, families, and communities we all serve.

We look forward to seeing you in the Windy City this fall!

Our Best,  
**2023 CRLC Host Committee (in formation)**

If you're interested in joining the Host Committee, please reach out to Paul Laurent at [plarent@nclc.org](mailto:plarent@nclc.org)



**David Philipps**  
Philipps & Philipps, Ltd.



**Stacy Bardo**  
Bardo Law, PC



**Alexander Burke**  
Burke Law Offices LLC



**Keith Keogh**  
Keogh Law, Ltd.



**David Marco**  
SmithMarco, PC



**Mary Philipps**  
Philipps & Philipps, Ltd.



**Larry Smith**  
SmithMarco, PC



**John Steinkamp**  
John Steinkamp & Associates



**Brian Wanca**  
Anderson and Wanca

**What is the Consumer Rights Litigation Conference?**

The Consumer Rights Litigation Conference (CRLC) is, and has been for over three decades, the nation's largest and most comprehensive gathering of attorneys and advocates representing consumers – a convening of, by, and for the entire consumer law community.

**The benefits of attending this essential gathering include:**

- Engaging with the nation's experts about the latest developments in consumer litigation, industry trends, and public policy.
- Hearing from the nation's most successful consumer litigators. Ask questions, share ideas, and connect with your colleagues!
- Learning powerful consumer law remedies and attorney fee recovery methods.
- Earning CLE credits while you learn from knowledgeable speakers.
- Building your network of fellow consumer advocates from all across the country.
- Getting inspired and energized by hundreds of passionate advocates fighting for economic justice, just like you.

**Registration Information**

	Early Bird (by 9/15/23)	Regular Rate
<b>Standard Attorney</b> (Main Conference)	<b>\$829</b>	\$969
<b>NACA Member</b>	<b>\$619</b>	\$729
<b>Government Attorney</b> (including Assistant Attorneys General)	<b>\$619</b>	\$729
<b>Non-Profit Advocate/Attorney</b>	<b>\$619</b>	\$729
<b>Academia</b> (including Law Professors)	<b>\$619</b>	\$729
<b>Next Generation* Attorney</b>	<b>\$409</b>	\$489
<b>Legal Aid* Attorney</b>	<b>\$409</b>	\$489
<b>Law Student</b>	<b>\$169</b>	\$199
<b>Class Action Symposium</b> (Only)	<b>\$599</b>	\$699
<b>Class Action Symposium</b> (Add-On to Main Conference)	<b>\$499</b>	\$599
<b>Intro to Consumer Law Intensive</b> (Full Day)	<b>\$169</b>	\$199
<b>Student Loan Intensive</b> (Half Day)	<b>\$129</b>	\$149

**\*50% registration rate discounts for 'Next Generation' private attorneys (those with less than five years of experience) and all Legal Aid attorneys** are guaranteed through NCLC's Campaign for the Future, and underwritten in whole or in part by its generous supporters. This scholarship opportunity automatically lowers the cost of attendance when registering for the conference.

*"The CRLC has been a vital part of my development as a consumer advocate. Each year there is something new to learn from experts in the field – whether it's a changing area of law, an emerging trend, or a novel legal strategy to add to my practice."*



– **J. Rachel Scott, Staff Attorney,**  
**Senior Citizens Law Project, Atlanta Legal Aid Society, Inc.**

The CRLC is the largest and most comprehensive gathering of attorneys and advocates representing consumers, featuring substantive breakout sessions in tracks covering every major area of consumer law, including: mortgage/housing; auto; credit, banking, payments; practice; student loans; debt, debt defense and FDCPA; FCRA; ethics; and TCPA.

**MORTGAGE/HOUSING**

- A1 Challenging Algorithmic Bias in Credit and Housing
- B1 ABCs of Mortgage Servicing
- D1 Property Preservation and Home Break-In Cases: Getting the Evidence to Prove Liability and Maximize Damages
- E1 Property Tax Foreclosures: Constitutional and Bankruptcy Issues
- F1 TILA Mortgage Origination Claims: Disclosures (TRID)
- G1 Home Energy Efficiency/Affordability/Renewable Energy Programs and Scams: What To Do About the Rip-Offs
- H1 Updates in Mortgage Servicing Loss Mitigation
- I1 Homeownership Roundtables: Tangled Title, Zombie Seconds, Loss Mitigation
- J1 Advanced RESPA Litigation Issues
- K1 Helping Homeowners After a Natural Disaster
- L1 Defending Against Enforcement Actions by HOAs
- L2 Advanced Successor in Interest Issues: Helping Heirs Save the Family Home

**AUTO**

- A2 Revocation of Acceptance in Auto Warranty and Fraud Cases
- C2 ABCs of Auto Fraud
- E2 Repossessions
- H2 Other Parties' Liability for Auto Dealer Conduct
- I2 Auto TILA and E-SIGN

**CREDIT, BANKING, PAYMENTS**

- A3 Trapped at Work: Combating Employer-Driven Debt
- C4 Navigating Payment Fraud: Claims, Pitfalls, and Strategies
- D2 Dark Patterns, Set-up-to-Fail Lending, and Other Abusive Conduct
- J2 Earned Wage Advances and Other Fintech Payday Loans
- L5 Holding Crypto Companies Accountable for Consumer Harm: Practical Strategies for Litigation

**PRACTICE**

- A4 ABCs of Utility Debt: Practical Solutions and Litigation
- A5 Bringing Cases to Help Military Consumers
- B3 Conducting Effective Depositions
- B5 Arbitration Trends
- C5 Using RICO in Consumer Class Actions on Predatory Credit and Student Loans
- E4 Medical Debt Collection: Policy Landscape and Opportunities for Advocacy
- F4 Going After Bad Lawyers: Legal, Strategic and Ethical Considerations in Seeking Sanctions and Bringing Affirmative Actions to Challenge Attorney Misconduct in Mortgage and Debt Collection Cases

- F5 Home Energy Efficiency/Affordability/Renewable Energy Programs and Scams: Distinguishing Between the Real Programs and Rip-Offs
- G5 Consumer Rights Advocacy for Domestic and Sexual Violence Survivors From Underserved and Culturally Specific Communities
- I5 Drafting a Winning Motion for Maximum Attorneys' Fee
- J5 Using the Disparate Impact Theory to Challenge Systemic Inequities in Housing, Credit and Insurance
- K3 Trying Small and Large Cases to Final Award in Arbitration

**STUDENT LOANS**

- B2 Challenging Predatory Practices in Higher Education
- C1 Major Student Loan Updates
- F3 Return to Repayment: New Repayment Options and Flexibilities to Help Manage Student Loan Bills
- G2 New Student Loan Discharge Rules
- I3 Discharging Student Loans in Bankruptcy

**DEBT, DEBT DEFENSE, AND FDCPA**

- B4 ABCs of Fair Debt Collection Practices Act
- D4 Introduction to Criminal Justice Debt
- G4 Strategies in Debt Defense Cases
- H4 Nursing Home Debt Collection: What Consumer Lawyers Need to Know
- I4 Suing Debt Buyers for Abusive Practices
- J4 Fighting Credit Repair Scams: Litigation and Other Strategies
- K4 Junk Fees in Residential Rentals
- L4 Fair Debt Collection Practices Act Developments

**FCRA**

- C3 ABCs of FCRA: Focus on Tenant Screening
- D3 Avoiding Forced Arbitration in FCRA Cases
- E3 FCRA Marketing, Intake, Client Development
- G3 How to Win Your FCRA Case
- H3 FCRA Developments
- J3 Tenant Screening: Federal and State Policy Developments
- L3 Challenging Rental Debt on Credit Reports

**ETHICS**

- D5 Ethical Considerations and Other Challenges of Representing Older or Disabled Clients and Clients of Diminished Capacity
- E5 Ethics – Confidentiality in Discovery, Court Filings, and Settlement
- K5 Ethics – How To Understand Race Dynamics With Clients And Litigation

**TCPA**

- F2 Recent Developments in TCPA Litigation
- H5 Telemarketing Claims – Legal Limits on Consent and ID Requirements (TCPA)
- K2 Debt Collection Calls – New TCPA Claims and Other Prerecorded Calls

**WEDNESDAY, OCTOBER 25, 2023****8:00am-1:00pm**

Registration and Check-In for Pre-Conference Intensives

**9:00am-5:00pm**

Introduction to Consumer Law Intensive

**1:00-5:00pm**

Student Loan Intensive

**5:00-7:00pm**

Early Check-In, Registration, and Web App Support

**5:30-6:30pm**

FDCPA Meeting (Not eligible for CLEs)

**7:30-8:00pm**

Volunteer Training

**THURSDAY, OCTOBER 26, 2023****7:30am-5:30pm**

Check-In, Registration, and Web App Support

**7:30-9:00am**

Continental Breakfast

**7:30-9:00am**

First-Timers Breakfast

**9:00-10:00am**

MORTGAGE/HOUSING

- A1 Challenging Algorithmic Bias in Credit and Housing  
Christine E. Webber (Cohen Milstein)

AUTO

- A2 Revocation of Acceptance in Auto Warranty and Fraud Cases  
Dan Blinn (Consumer Law Group)

CREDIT, BANKING, PAYMENTS

- A3 Trapped at Work: Combating Employer-Driven Debt  
David Seligman (Towards Justice), Khandice Lofton (Student Borrower Protection Center)

PRACTICE

- A4 ABCs of Utility Debt: Practical Solutions and Litigation

PRACTICE

- A5 Bringing Cases to Help Military Consumers  
Kyra Taylor (NCLC)

**10:15-11:30am**

MORTGAGE/HOUSING

- B1 ABCs of Mortgage Servicing  
Nisha Kashyap (Public Counsel), Andrea Bopp Stark (NCLC)

STUDENT LOANS

- B2 Challenging Predatory Practices in Higher Education  
Kyra Taylor (NCLC)

PRACTICE

- B3 Conducting Effective Depositions  
Justin Baxter (Baxter & Baxter LLP), Duran Keller (Keller Law LLP)

DEBT, DEBT DEFENSE, AND FDCPA

- B4 ABCs of Fair Debt Collection Practices Act  
Stacy Bardo (Bardo Law, PC)

PRACTICE

- B5 Arbitration Trends  
Ellen Noble (Public Justice), Jonathan Waisnor (Labaton Sucharow)

**11:30-11:45am**

Coffee Break

**11:45am-12:45pm**

Opening Plenary

**12:45-2:00pm**

Lunch On Your Own

Networking Group Lunches

Brownbag Lunches

**2:00-3:30pm**

STUDENT LOANS

- C1 Major Student Loan Updates  
Kyra Taylor (NCLC)

AUTO

- C2 ABCs of Auto Fraud

FCRA

- C3 ABCs of FCRA: Focus on Tenant Screening  
Lauren Brennan (Francis Mailman Soumilas, PC), Fadi Assaf (Northwest Justice Project)

CREDIT, BANKING, PAYMENTS

- C4 Navigating Payment Fraud: Claims, Pitfalls, and Strategies  
Larry P. Smith (SmithMarco, PC), Pat McNichol (Kelly Guzzo PLC), Carla Sanchez-Adams (NCLC)

PRACTICE

- C5 Using RICO in Consumer Class Actions on Predatory Credit and Student Loans  
Irv Ackelsberg (Langer, Grogan & Diver PC)

**3:30-3:45pm**

Coffee Break

**3:45-5:00pm**

MORTGAGE/HOUSING

- D1 Property Preservation and Home Break-In Cases: Getting the Evidence to Prove Liability and Maximize Damages  
Jeff Gentes (CT Fair Housing Center), Peter Silva (Tycko & Zavaree LLP), Nick Wooten (DC Law)

CREDIT, BANKING, PAYMENTS

- D2 Dark Patterns, Set-up-to-Fail Lending, and Other Abusive Conduct  
Sandhya Brown (FTC), Jimmy Rock (Edelson, PC), Brian Shearer (CFPB) (Invited)

FCRA

- D3 Avoiding Forced Arbitration in FCRA Cases  
Casey Nash (Kelly Guzzo PLC), Len Bennett (Consumer Litigation Associates), Matthew Wessler (Gupta Wessler PLLC)

DEBT, DEBT DEFENSE, AND FDCPA

- D4 Introduction to Criminal Justice Debt  
Louis L. Reed (Fines and Fees Justice Center), Caroline Cohn (NCLC)

ETHICS

- D5 Ethical Considerations and Other Challenges of Representing Older or Disabled Clients and Clients of Diminished Capacity  
David Godfrey (ABA, Commission on Law and Aging)

**5:15-6:15pm**

Plenary

**6:30-8:30pm**

Opening Reception

**8:30pm**

Dinner On Your Own or Networking Group Dinners

**FRIDAY, OCTOBER 27, 2023**

**7:00am-5:30pm**

Check-In, Registration, and Web App Support

**7:30-9:00am**

Continental Breakfast

**8:00am-3:30pm**

Womxn's Networking Suite

**8:00-9:15am**

MORTGAGE/HOUSING

- E1 Property Tax Foreclosures: Constitutional and Bankruptcy Issues  
John Rao (NCLC)

AUTO

- E2 Repossessions

FCRA

- E3 FCRA Marketing, Intake, Client Development  
Justin Baxter (Baxter & Baxter LLP), Sylvia Bolos (Consumer Attorneys PLLC)

PRACTICE

- E4 Medical Debt Collection: Policy Landscape and Opportunities for Advocacy  
Marceline White (Economic Action Maryland), Berneta Haynes (NCLC), Elisabeth Benjamin (Community Service Society of New York)

ETHICS

- E5 Ethics – Confidentiality in Discovery, Court Filings, and Settlement  
Jennifer Bennett (Gupta Wessler PLLC), Jackie Aranda Osorno (Public Justice)

**9:30-10:45am**

MORTGAGE/HOUSING

- F1 TILA Mortgage Origination Claims: Disclosures (TRID)  
Andrew Pizor, Sarah Mancini (NCLC)

TCPA

- F2 Recent Developments in TCPA Litigation  
Keith Keogh (Keogh Law LTD), Abbas Kazerounian (Kazerouni Law Group, APC)

STUDENT LOANS

- F3 Return to Repayment: New Repayment Options and Flexibilities to Help Manage Student Loan Bills  
Abby Shafroth (NCLC)

PRACTICE

- F4 Going After Bad Lawyers: Legal, Strategic and Ethical Considerations in Seeking Sanctions and Bringing Affirmative Actions to Challenge Attorney Misconduct in Mortgage and Debt Collection Cases  
Thomas A. Cox (NCLC), Jessica Ranucci, Danielle Tarantolo (NY Legal Assistance Group)

PRACTICE

- F5 Home Energy Efficiency/Affordability/ Renewable Energy Programs and Scams: Distinguishing Between the Real Programs and Rip-Offs (Part 1)  
Professor Stacey Tutt (National Housing Law Project), Olivia Wein (NCLC)

**10:45-11:00am**

Coffee Break

**11:00am-12:15pm**

MORTGAGE/HOUSING

- G1 Home Energy Efficiency/Affordability/ Renewable Energy Programs and Scams: What To Do About the Rip-Offs (Part 2)  
Margot Saunders, Olivia Wein (NCLC)

STUDENT LOANS

- G2 New Student Loan Discharge Rules  
Kyra Taylor, Alpha Taylor (NCLC)

FCRA

- G3 How to Win Your FCRA Case  
Robert Sola (Robert S. Sola PC), Duran Keller (Keller Law LLP)

DEBT, DEBT DEFENSE, AND FDCPA

- G4 Strategies in Debt Defense Cases  
Beth Hayes (Montana Legal Services Association), Mika Wilbur (Legal Aid Society of San Diego)

PRACTICE

- G5 Consumer Rights Advocacy for Domestic and Sexual Violence Survivors from Underserved and Culturally Specific Communities  
Nkeiruka Aduba (CSAJ)

**12:15 - 1:45pm**

Lunch On Your Own or Networking Group Lunches

Advocates of Color Luncheon

Brownbag Lunches

**1:45-3:15pm**

MORTGAGE/HOUSING

- H1 Updates in Mortgage Servicing Loss Mitigation  
Steve Sharpe (NCLC)

AUTO

- H2 Other Parties' Liability for Auto Dealer Conduct

FCRA

- H3 FCRA Developments  
John Albanese (Berger Montague), Susan Stocks (CFPB) (Invited)

DEBT, DEBT DEFENSE, AND FDCPA

- H4 Nursing Home Debt Collection: What Consumer Lawyers Need to Know  
Beverly Yang (CFPB) (Invited), Anna Anderson (NCLC)

TCPA

- H5 Telemarketing Claims – Legal Limits on Consent and ID Requirements (TCPA)  
Tim Sostrin (Keogh Law LTD), Margot Saunders (NCLC)

**3:15-3:30pm**

Coffee Break

**3:30-4:30pm**

Plenary

**4:45-6:00pm**

MORTGAGE/HOUSING

- I1 Homeownership Roundtables: Tangled Title, Zombie Seconds, Loss Mitigation

AUTO

- I2 Auto TILA and E-SIGN

STUDENT LOANS

- I3 Discharging Student Loans in Bankruptcy  
John Rao (NCLC)

DEBT, DEBT DEFENSE, AND FDCPA

- I4 Suing Debt Buyers for Abusive Practices  
Jim Savage (CFPB) (Invited), Jerry J. Jarzombek (The Law Office of Jerry Jarzombek, PLLC)

PRACTICE

- I5 Drafting a Winning Motion for Maximum Attorneys' Fee  
Kristin Kemnitzer (Kemnitzer, Baron and Krieg, LLP), Cary Flitter (Flitter Milz PLC)

**6:30-8:30pm**

Legal Services Reception

**SATURDAY, OCTOBER 28, 2023**

**7:30am-5:30pm**

Check-In, Registration, and Web App Support

**7:30-9:00am**

Continental Breakfast

**8:00-8:45am**

Plenary

**9:00-10:15am**

MORTGAGE/HOUSING

- J1 Advanced RESPA Litigation Issues

CREDIT, BANKING, PAYMENTS

- J2 Earned Wage Advances and Other Fintech Payday Loans  
Suzanne Martindale (California Departments of Financial Protection and Innovation), Dana Wiggins (Virginia Poverty Law Center)

FCRA

- J3 Tenant Screening: Federal and State Policy Developments  
Natasha Duarte (Upturn)

DEBT, DEBT DEFENSE, AND FDCPA

- J4 Fighting Credit Repair Scams: Litigation and Other Strategies  
William J. Hodor (FTC), Andrew Pizor (NCLC)

PRACTICE

- J5 Using the Disparate Impact Theory to Challenge Systemic Inequities in Housing, Credit and Insurance  
Lorray Brown (Michigan Poverty Law Program), Shelby Leighton (Public Justice)

**10:15-10:30am**

Coffee Break

**10:30-11:45am**

MORTGAGE/HOUSING

- K1 Helping Homeowners After a Natural Disaster  
Maryann Flanigan (LSNJ), Steve Sharpe, Alys Cohen (NCLC)

TCPA

- K2 Debt Collection Calls – New TCPA Claims and Other Prerecorded Calls

PRACTICE

- K3 Trying Small and Large Cases to Final Award in Arbitration  
Brian Flick (DannLaw), Allison Krumhorn, Ron Wilcox (Wilcox Law Firm PC)

DEBT, DEBT DEFENSE, AND FDCPA

- K4 Junk Fees in Residential Rentals  
Chelsea Ortega (Santoni, Vocci & Ortega, LLC), Marie Claire Tran-Leung (National Housing Law Project)

ETHICS

- K5 Ethics – How To Understand Race Dynamics With Clients And Litigation  
Duran Keller (Keller Law LLP), Loraine Martinez Bellamy (Connecticut Fair Housing Center), Carla Sanchez-Adams (NCLC)

**11:45am-1:30pm**

Vern Countryman Awards and Rising Star Awards Luncheon

**1:30-2:45pm**

MORTGAGE/HOUSING

- L1 Defending Against Enforcement Actions by HOAs  
Jose Vasquez (Colorado Legal Services), Frances Gauthier (Legal Services Corporation of Delaware)

MORTGAGE/HOUSING

- L2 Advanced Successor in Interest Issues: Helping Heirs Save the Family Home  
Nketiah Berko, Sarah Mancini (NCLC)

FCRA

- L3 Challenging Rental Debt on Credit Reports  
Matthew Vocci (Santoni, Vocci & Ortega LLC), Kristi Kelly (Kelly Guzzo PLC), Eric Dunn (National Housing Law Project)

DEBT, DEBT DEFENSE, AND FDCPA

- L4 Fair Debt Collection Practices Act Developments  
David Philipps (Philipps & Philipps, Ltd.), April Kuehnhoff (NCLC)

CREDIT, BANKING, PAYMENTS

- L5 Holding Crypto Companies Accountable for Consumer Harm: Practical Strategies for Litigation  
Charlie Gerstein (Gerstein Harrow LLP), Carla Sanchez-Adams (NCLC)

**3:00-4:00pm**

Closing Plenary

**Class Action Symposium Begins**

(Separate Registration Required)

**4:15-5:45pm**

Class Action Symposium Session 1

**6:30-8:30pm**

Class Action Symposium Cocktail Reception

**SUNDAY, OCTOBER 29, 2023**

**7:30am-2:30pm**

Check-In, Registration, and Web App Support

**7:30-9:00am**

Class Action Symposium Breakfast

**8:30am-2:45pm**

Class Action Symposium Sessions

*“Attending the CRLC is critical for renewing and reinvigorating the consumer bar with the sense of community and shared purpose necessary for building vibrant and rewarding consumer practices”*

**– Michael Donovan, founding member of Donovan Litigation Group, LLC**





## Network with the Nation's Consumer Law Experts and Top Practitioners

Build your network with colleagues from across the country at the many networking events taking place throughout the conference.

### Thursday

**First-Timers Breakfast** Speak with seasoned consumer law practitioners and mingle with fellow "first-timers" on the first morning of the conference before heading off to sessions.

### Thursday Networking Lunch Groups

Self-directed, attendee-organized lunches to give attendees the chance to meet colleagues with common interests – home state, practice area, work setting, and more.

**Welcome Reception** A festive gathering at the beginning of the conference to welcome all attendees to Chicago and to the 2023 CRLC.

### Friday

**Womxn's Networking Suite** A space for advocates who identify as womxn (including cisgender and transgender women) as well as non-binary identifying advocates to gather, network, and discuss common challenges and opportunities in consumer law.

**Advocates of Color Luncheon** A private luncheon for advocates of color to network and discuss issues of common interest.

**Friday Networking Lunch Groups** Self-directed, attendee-organized lunches to give attendees the chance to meet colleagues with common interests – home state, practice area, work setting, and more.

**Legal Services Reception** An evening of food, conversation, and connection for legal services and non-profit attorneys.

### Saturday

**Awards Luncheon** Gather with the community to honor this year's Rising Star Awardees and to announce the winner of the 2023 Vern Countryman Award, the top honor for consumer attorneys. Learn more about these awards, past winners, and how to submit a nomination: [nclc.org/about-us/awards/](https://nclc.org/about-us/awards/)

### Consumer Class Action Symposium

**Cocktail Reception** An exclusive cocktail event for Symposium attendees (and others who pre-register for this event).



*"I really felt like I was part of the best and brightest consumer advocates in the country."*

## Special Offerings This Year in Chicago

This year's gathering includes several special offerings for advocates of varying experience levels and areas of interest.

### Introduction to Consumer Law Intensive

**October 25, 9:00am - 5:00pm** The first-ever "Introduction to Consumer Law" one-day pre-conference intensive is intended for both new attorneys and those with more experience who are relatively new to the practice of consumer law. Join a cohort of colleagues to get off to a great start – of both the 2023 CRLC, and your career in consumer law – with sessions and case studies focused on issue spotting, case selection, working with clients, building your case, identifying partnerships and resources, and more. The lessons you learn and the relationships you make will provide a strong foundation for continued growth and success as a consumer champion! Session concludes with a networking reception for all intensive attendees and speakers.

### Student Loan Intensive

**October 25, 1:00 - 5:00pm** This half-day intensive will include three sessions covering a range of topics in student loan law with two 15-minute breaks in between. The first two sessions are geared toward beginners in student loan practice, and the last session is for advocates of all experience levels.

### Annual Consumer Class Action Symposium

**October 28-29** This year, the 23rd annual Class Action Symposium will include substantive panel sessions and lightning round presentations on topics of specific interest to experienced consumer class action practitioners. We will address evolving changes and emerging developments in class action practice, including: noteworthy court of appeals rulings; evidentiary challenges and opportunities; developments in class administration; and new ethical issues of particular importance in complex litigation cases.

**CLE Credits**

Earn up to **15.25 CLE credits**, including up to **3.75 ethics credits** by attending the Main Conference and up to an additional **6 CLE credits** for the **Class Action Symposium**, **4 credits** for the **Student Loan Intensive**, and **6.5 credits** for the **Introduction to Consumer Law Intensive**. CLE reporting instructions are available online at [nclc.org/events](https://nclc.org/events) and in the CRLC conference app for attendees. For additional information, please email [conference@nclc.org](mailto:conference@nclc.org).

**Press Policy**

Conference proceedings are off the record and for background purposes only. Please direct all press inquiries to Michelle Deakin at [mdeakin@nclc.org](mailto:mdeakin@nclc.org)

**NCLC Digital Library**

You can save on subscriptions to NCLC's essential 21-volume Consumer Law Practice Series with *exclusive conference discounts* offered only at the conference. Visit the NCLC Publications table at the conference to connect with our Publications team and save on essential practice tools. Learn more about our legal treatises and other resources in the NCLC Digital Library: [library.nclc.org](https://library.nclc.org)

**Become a NACA Member**

Are you a lawyer committed to advancing the cause of just treatment and ethical representation of consumers? Consider membership in the National Association of Consumer Advocates. Not only do you join a community of like-minded attorneys, you also save on this conference and all NCLC/NACA conferences. Learn more at [www.consumeradvocates.org/membership/become-a-member/](https://www.consumeradvocates.org/membership/become-a-member/)

**Code of Conduct**

NCLC and NACA are committed to a safer conference environment for everyone that emphasizes mutual respect and inclusion for all attendees. We expect all attendees to follow our Code of Conduct and Anti-Harassment Policy, which provides a process for reporting and investigation. Information will be available in the conference app and in follow-up communication to registrants.

**COVID Policy**

We are planning for an in-person 2023 CRLC and are committed to the health and safety of attendees. All community members will be asked to abide by the NCLC/NACA Conferences COVID Policy when they register for the conference.

**Site**

The Hyatt Regency Chicago is located in the Loop, right in the heart of downtown and steps from the Chicago River Walk. Located minutes from the Chicago Theatre, Navy Pier, and Millennium Park, many of the city's most famous attractions are within walking distance of the conference. The hotel also provides complimentary Wi-Fi, a fully equipped fitness center, and four on-site restaurant options.

**Rates**

Hyatt Regency Chicago is offering a discounted rate of **\$219 (plus tax) per night** (single and double) for CRLC attendees. Book your hotel reservation using the special conference discounted reservation link provided to registered attendees. Email [training@nclc.org](mailto:training@nclc.org) with any questions about lodging and accommodations.

Reserve early to ensure your spot. Limited number of rooms available. We encourage you to make your reservations as soon as possible after you have registered for the conference. The final deadline to secure a room at the discounted conference rate is **Monday, October 2, 2023**.

**Money Saving Deadlines****September 15, 2023**

Deadline for reduced conference registration rate (Early Bird)

**September 27, 2023**

Deadline to apply for/renew NACA membership

**October 2, 2023**

Deadline for discounted hotel room rate (supply limited)

**October 11, 2023**

Last Day to Register Online



Nonprofit Org.  
US POSTAGE PAID  
Boston, MA  
Permit No. 57091

NCLC/NACA CONSUMER LAW EDUCATIONAL EVENTS SERIES

## **2023 Consumer Rights Litigation Conference (CRLC) Class Action Symposium and Pre-Conference Intensives**

October 26-29, 2023 | Hyatt Regency Chicago

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