

This seminar is free for MADA dealers and their executive management staff. All costs associated with the program have been underwritten by the Automobile Dealers Accessory Corporation.

Attendance is limited to two (2) individuals per dealership and limited seating is available. Registration is first-come, first-served.

Pre-registration is required and must be received by July 23, 2007.

Attendee information *(Please print)*

Dealership: _____

City: _____

Phone: _____ Fax: _____

Full name and title

1) _____

2) _____

We will attend the following workshop

Flint • Wed., August 1 • 9:00 - 11:00 a.m.
Holiday Inn Gateway Centre

Grand Rapids • Wed., August 1 • 1:30 - 3:30 p.m.
Crowne Plaza Hotel Grand Rapids

Registrations can be returned to

Michigan Automobile Dealers Association
Attn: Cindy Sadler
Mail: PO Box 2525, East Lansing, MI 48826-2525
Fax: (517) 351-3120
Phone: (800) 292-1923

Hotel directions

• **Holiday Inn Gateway Centre**

5353 Gateway Centre, Flint
Phone (810) 232-5300

- US-23 to exit #90, Hill Road. Follow Hill Road east to the Gateway Centre entrance.
- I-475 to exit #2, Hill Road. Follow Hill Road west to the Gateway Centre entrance.

• **Crowne Plaza Hotel Grand Rapids**

5700 28th Street SE, Grand Rapids
Phone (616) 957-1770

- US-131 south to I-96 east to exit 43b. The hotel is 1/4 mile on the right.
- US-131 north to I-196 east to I-96 east to exit 43b. 1/4 mile on the right.
- I-96 west to exit 43b (28th Street eastbound). The hotel is 1/4 mile on the right.



MICHIGAN AUTOMOBILE
DEALERS ASSOCIATION

Regulatory Compliance and Best Practices Workshop

Workshop topics

• **Adverse Action Notices**

Offering guidance to dealers in an unsettled and evolving area of the law in which many courts disagree as to the scope of dealers' compliance obligations

• **Safeguards Rule Compliance**

Addressing the requirements of the Gramm-Leach-Bliley Act, as implemented by the FTC Safeguards Rule and FTC Privacy Rule

• **AFIP Certification Program**

Providing details about this program, which is nationally recognized as the standard of excellence in F&I education

Michigan Automobile Dealers Association



1500 Kendale Blvd. •
P.O. Box 2525 •
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www.michiganada.org •



Regulatory Compliance and Best Practices Workshop

presented by the MICHIGAN AUTOMOBILE DEALERS ASSOCIATION

Adverse Action Notices

This section of our workshop will be presented by Paul Metrey with NADA. Mr. Metrey will explain different aspects of the law and walk through scenarios that may give rise to the obligation to issue an adverse action notice. Topics will follow those described in NADA's recent publication, *A Dealer Guide to Adverse Action Notices*, including:

- Who needs to send an adverse action notice?
- When does a participating creditor need to send a notice?
- What is the time period for sending a notice?
- What should the notice include and how should it be sent?
- What rules apply to incomplete credit applications?
- What records should you keep?
- What procedures should you have in place to comply?
- Unique considerations for business credit.
- Mr. Metrey will also discuss many other federal regulatory issues affecting automobile dealers.

Safeguards Rule Compliance

Presented by David Robertson with AFIP and Tom Kussurelis with Zurich, this portion of the workshop will discuss compliance with the federal regulation addressing identity theft (the FTC Safeguards Rule). This rule became mandatory May 23, 2003 and there has been a big push for businesses to be in compliance. Did you know...

- The FTC defines failure to comply with the Safeguards Rule and Privacy Rule as a deceptive trade practice.
- The non-compliance fines levied by the FTC may not be covered by your garagekeeper's policy.
- You could face a class-action lawsuit if you are not in compliance, even if no customer information was actually compromised.
- There are considerable business and legal expenses associated with investigating a theft addressing the injured parties' needs, prosecuting the offenders, and dealing with customer-generated lawsuits.

AFIP Certification



During this workshop we will also briefly discuss the benefits of AFIP certification and how this certification can help your F&I staff stay in compliance with state and federal regulations such as the Safeguards Rule. Some of the benefits of the program include:

- Addresses state and federal regulations that govern the F&I process.
- Provides a code of conduct which holds your F&I staff accountable for their actions.
- Enables your F&I staff to continue generating profit for your dealership while dramatically reducing the chance of legal action during increasingly litigious times.

Workshop Speakers

Paul D. Metrey, Esq.

Mr. Metrey is the director of regulatory affairs in the legal and regulatory group of NADA. He represents dealer interests before, and educates dealers on, regulations promulgated by several federal agencies. He frequently speaks to dealers and dealership compliance professionals on an array of regulatory topics, including recent developments in privacy, identity theft, telemarketing, consumer financing, and taxation.

Tom Kussurelis

Mr. Kussurelis is a regional sales manager for Zurich (formerly Universal Underwriters Group). Zurich is a nationally recognized provider of P&C insurance for the automobile industry. Throughout the past 15 years with the company, Mr. Kussurelis has conducted compliance audits at more than 350 dealerships.

David N. Robertson

Mr. Robertson is the executive director of the Association of Finance & Insurance Professionals. He is the co-designer of the Safeguards Rule Compliance Kit, which gives dealerships a complete and inexpensive method for compliance with the Gramm-Leach-Bliley Act. He is also a partner in the CD-ROM-based best practices series, *Compliance Thursday*. As an advocate for F&I-related issues, Mr. Robertson works as an expert witness and industry consultant.

Questions and Answers

MADA and/or DADA attorneys may also be available during the workshop to answer questions from dealers and dealership staff.