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# ANNUAL MEETING

## National Association of Consumer Advocates

Friday, October 21, 2016 | Hilton Anaheim Hotel, California

### Agenda

#### Welcome

Stacy Bardo and Stuart Rossman, *Co-Chairs*

#### Management and Financial Report

Stuart Rossman, *Co-Chair*

Brian Bromberg, *Treasurer*

#### Board Elections

Justin Baxter, *Chair, Nominations Committee*

#### Presentation of Awards

Ira Rheingold, *Executive Director*

#### Open Discussion

### Letter from the Executive Director

Dear Colleagues:

As we discussed last year at this time, 2016 would be and is the year of arbitration. After more than ten years of work on this issue by NACA and many of our partner organizations, the Consumer Financial Protection Bureau (CFPB) released a proposed rule to restrict the use of forced arbitration clauses in consumer financial contracts that prohibit consumers' participation in class action suits. Now that the comment period is over—the CFPB received nearly 13,000 comments from consumers, consumer advocates, and industry representatives—we expect that the CFPB will be issuing its final arbitration rules in 2017. I remain optimistic that we will be pleased when the rules are finalized but also know that we still have much work ahead of us before we completely eliminate forced arbitration from consumer contracts. For all those who contributed to our collective fight, I thank you for your continued determination and perseverance over these many years. We couldn't have accomplished anything without the guidance and help from you, our members!

Of course, forced arbitration is not the only issue we've focused on this year. The CFPB has also signaled that they will soon be issuing proposed rules around debt collection. Because we are not particularly happy with what the CFPB has indicated they would be doing, we will actively work to organize our members and our fellow advocates in a campaign to push the CFPB towards strong rules that actually protect consumers. On the non-legislative/regulatory front, the Supreme Court, much to our relief, issued a decision in *Spokeo* that did little, if any, harm to our ability to bring cases under consumer protection statutes. However, because we knew that industry would declare victory in *Spokeo* when none really existed, NACA has built an active team of members ready to assist any consumer attorney faced with a similar issue in a lower court. We anticipate that next year will once again be a particularly busy one and you can be sure we'll be looking to you to take action to help us continue the fight for consumer justice.

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## BUILDING COMMUNITY

**1,666**

MEMBERS

**269**

NEW MEMBERS

More than

**6,000**

posts have been sent through the new listserv/community software since it launched in April.



Over

**200**

members have given of their time, knowledge, and energy to serve our organization as member volunteer leaders.



## ENHANCING THE MEMBER EXPERIENCE

More than

**\$85,000**

was spent on technology to improve the member experience online.

## MEMBER BREAKDOWN

**66%**

PRIVATE ATTORNEYS

**26%**

LEGAL AID

There are more than

**28,000**

documents searchable in the listserv libraries with approximately 200 new resources being added every month.



## WEBINARS

So far this year, we've offered



**19**

webinars...

**40**

members are participating in the newly launched peer management groups.

The number of amicus briefs the Issues Committee authored this year

**9**

## YOUR VOICE IN WASHINGTON

...for more than

**1,000**

participants.

The Consumer Financial Protection Bureau received

**12,809**

public comments in response to its proposed rule on forced arbitration clauses in consumer financial services contracts.

As of June 2016, the CFPB received

**900,000+**

consumer complaints.



**150+**

webinar recordings available in the Training Library

Consumers have received about

**\$11.4**

BILLION

in relief from CFPB enforcement activity.

## CONSUMER RELIEF BREAKDOWN

We appreciate the

**175**

members who responded to our calls to action over the past year.

**\$3.6**

BILLION

in restitution to consumers

**\$7.7**

BILLION

in principal reductions, cancelled debts, and other consumer relief



**REPORT TO MEMBERS**  
A YEAR IN REVIEW BY THE NUMBERS

Numbers are current as of the end of August 2016.



*continued from page 1*

This past year, we completed the second year of our board-directed, three-year strategic plan designed to help our organization become the recognized leader for consumer protection advocacy. As I hope you noticed, to achieve this vision we have not only vastly expanded the number of ways our members can learn and work together to become successful consumer attorneys, but we also continue to create new opportunities for all our members to take greater ownership in our organization's growth and future. I continue to be amazed at all of our members' commitment to each other, to consumer justice, and to our organization and remain incredibly gratified with your unhesitating willingness to help whenever you're asked.

As part of our strategic plan, we have also overhauled and upgraded the technology that supports your membership experience online. These investments are already having a significant impact on our ability to meet your substantive, practical, and entrepreneurial needs and will only continue to enable us to better focus on providing you with the tools and skills necessary to be successful consumer attorneys.

In the coming year, as we begin to tackle additional important long-term and operational priorities, including developing a

new organizational strategic plan and updating our bylaws, we will be looking to hear from as many of our members as possible. Our strength and promise as an organization is completely dependent on your engagement. Only with your involvement and support can NACA become an even stronger and more dynamic organization with a clear plan for the future—a plan that will allow us to better anticipate and quickly respond to your needs as consumer attorneys and the needs of all consumers, while maintaining a laser focus on our core values and mission.

While we all know that we will face more than our fair share of challenges as attorneys and consumer advocates, I am excited for what the future holds and I am certain that if we work together, we will all continue to not only survive but thrive in our collective effort to achieve consumer justice.

Sincerely,

Ira Rheingold  
*Executive Director*

## Looking Ahead to 2017 and Beyond

Every year through the combined efforts of the board, member leaders, and staff partnering together, we strive to meet all of your substantive, practical, and entrepreneurial needs. Whether that means working with Congress or advocating with regulatory agencies, reacting to a hot topic, or providing you with the tools and skills necessary to be a successful consumer attorney, NACA is always fighting for you. In addition to our ongoing daily efforts, there are a few areas where we will concentrate our focus next year.

### STRATEGIC

- Update the bylaws to reflect the dynamic organization we have become since they were last updated in 2008.
- Draft the next strategic plan that will guide our organization through 2020.
- Expand the programs and services offered under NACA's Charitable Fund.

### ADVOCACY

- Obtain congressional support and legislation on tax policy.
- Defend attacks against implementing the CFPB rule on arbitration.

### FUNDRAISING

- Implement a targeted fundraising strategy to support NACA's programs and initiatives.

### LEADERSHIP

- Increase opportunities for short- and medium-term volunteer offerings.
- Expand and enhance relationships with partner organizations.
- Grow the field of consumer lawyers to meet the ever-increasing needs of vulnerable consumers.

### PROFESSIONAL DEVELOPMENT

- Launch an eLearning course on debt collection.

## Members Making a Difference

A large part of NACA's strength comes from those members who go above and beyond to make a difference in the financial position of our organization. We would like to thank the following individuals for their generous support of our association.

### 2015–2016 Cy Pres Donors

Stacy Bardo  
Leonard Bennett  
Daniel Blinn  
O. Randolph Bragg  
Pamela Car  
Benjamin Carney  
Richard Gordon  
Peter Holland  
Allison Krumhorn  
James Pietz  
Lance Raphael  
William Reinbrecht  
Mark Steinbach  
Joseph Tusa  
Ronald Wilcox  
Martin Wolf

### 2016–2017 MEMBERSHIP YEAR

#### Platinum Members

Leonard Bennett  
Michael Donovan

#### Gold Members

Seth Lesser  
Michael Malakoff  
David Philipps  
Mary Philipps

We would also like to thank our 10 Silver members and 42 Bronze members.

If you are ready and able to take your membership to the next level, talk to Jessica Hammond ([Jessica@consumeradvocates.org](mailto:Jessica@consumeradvocates.org)) or Lisa Myers ([Lisa@consumeradvocates.org](mailto:Lisa@consumeradvocates.org)) about increasing your membership to one of these higher levels.

## A Round of Applause

### 2016 AWARD WINNERS

#### Excellence in Consumer Journalism

David Lazarus, *L.A. Times*

#### Consumer Attorneys of the Year

Scott Borison, *Legg Law Firm, LLP*

Phillip Robinson, *Consumer Law Center LLC*

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## Audited Statement of Activities

For Years Ended December 31

	2015	2014	2013
<b>INCOME</b>			
Membership Dues	\$389,190	\$375,503	\$324,238
Conferences & Trainings	\$127,339	\$71,939	\$93,850
Cy Pres	\$1,078,626	\$281,416	\$770,273
Donations	\$43,263	\$7,529	\$15,360
Other	\$13,106	\$36,747	\$201,334*
<i>*This is due largely to one off programs: \$102,075 was raised for the Tax Initiative and \$60,000 was from the Mortgage Database contract</i>			
<b>Total</b>	<b>\$1,651,524</b>	<b>\$773,134</b>	<b>\$1,407,068</b>
<b>EXPENSES</b>			
Membership	\$254,537	\$117,962	\$227,099
Conferences & Trainings	\$187,132	\$184,625	\$204,214
Advocacy	\$125,344	\$156,175	\$210,476
Management & General	\$390,238	\$418,394	\$376,780
Other	\$63,128	\$69,580*	\$26,014
<i>*\$59,115 of the other expenses was for the Tax Initiative contract.</i>			
<b>Total</b>	<b>\$1,020,379</b>	<b>\$946,737</b>	<b>\$986,640</b>
<b>Net Income</b>	<b>\$631,145</b>	<b>(\$173,603)</b>	<b>\$420,428</b>

For Period Ending June 30, 2016

Income \$340,414 Expenses \$544,661 **Net Income (\$204,247)**