

Mid-America 2025 Conference Schedule

September 22–24, 2025

Embassy Suites Downtown Medical Center, Oklahoma City

Diamond Sponsor: REPAY

Monday, September 22 – Pre-Conference

7:30 AM – 12:30 PM | Friendly Golf Outing

Tickets: Self-pay at course (contact pnagy@mid-amcollectors.org to sign up)

10:00 AM – 12:00 PM | Painting Party Fun-raiser (Proceeds go to Mid-America)

Sponsored By: RNN Group

Tickets: \$100 / person (contact jennifersu@rnngroup.com to sign up)

1:00 PM – 4:00 PM | Educational Class – Advanced FDCPA

Presented By: Debra Ciskey, ACA Certified Instructor & 2025 ACA Speaker of the Year

ACA PDU Eligible for CCCO & CCCP Designations

Attending Conference (\$35): [Register Here](#)

Not Attending Conference (\$35): [Register Here](#)

3:00 PM – 4:00 PM | Meet & Greet

Hosted By: Kelly Parsons-O'Brien, President, Pacific Credit Services

Networking opportunity with fellow attendees. Come and go as you please.

2:00 PM – 4:00 PM | Mid-America Board of Directors Meeting

Monday, September 22 – Conference Kickoff

5:00 PM – 7:30 PM | Opening Reception

8:00 PM – 10:00 PM | Evening Social at Andretti's

Sponsored By: RNN Group and Robinson Hoover & Fudge

Tickets: First 50 registrants secure a free spot on the track courtesy of the sponsors – tickets included. Register early to race through the conference registration!

Tuesday, September 23

7:30 AM – 8:30 AM | Breakfast with the Exhibitors

8:30 AM – 9:00 AM | Opening Session & Welcome

Remarks By: Phillip Smith, Mid-America President, TAB Services

9:00 AM – 9:30 AM | Keynote Address: The State of the Industry from My Viewpoint

Presented By: Mike Gibb, Founder, AccountsRecovery.net

9:30 AM – 10:30 AM | Rethinking Pay: Designing Compensation for the Future of Collections

Presented By: Megan Hebert, President & CEO, Specialized Collection Systems, Inc. and
Debbie Frank, CEO, Credit Bureau Services

11:00 AM – 12:00 PM | Speed Dating with Exhibitors

12:00 PM – 1:00 PM | AI Technology in Collections: Use Cases, Implementation, & Governance

Presented By: Heath Morgan, Esq., Martin Golden Lyons Watts Morgan

1:00 PM – 2:00 PM | Lunch – Street Tacos

2:00 PM – 3:00 PM | Debt Collection Goes Digital – Pivotal Court Decisions

Presented By: Kelly Knepper-Stephens, Esq., TrueAccord

3:00 PM – 4:00 PM | Practical Agency Issues & Insights

Presented By: Jennifer Whipple, President, Collection Bureau Services, Inc. & ACA President
and Tim Collins, Esq., Pay Ready & ACA Treasurer

4:30 PM – 5:15 PM | National ACA & Industry Update

Presented By: Jennifer Whipple, President, Collection Bureau Services, Inc. & ACA President

5:15 PM – 6:15 PM | Annual Unit Business Meeting

7:00 PM – 10:00 PM | Evening Dinner Event – BBQ and Casino Night

Platinum Sponsorship: Payment Savvy

Wednesday, September 24

7:30 AM – 8:30 AM | Breakfast

8:30 AM – 9:30 AM | Panel Discussion: Why Playing It Safe Could Be the Biggest Risk in Collection Operations

Moderated By: Mike Gibb, Founder, AccountsRecovery.net

9:30 AM – 10:30 AM | Hot Topics in Electronic Payments

Presented By: Tom Witherspoon, Esq., Stinson LLC

11:00 AM – 12:00 PM | Cyber Security Issues & Insights

Presented By: Robin Meyer, Esq., Innovative Technology Law Group

12:00 PM – 12:30 PM | Conference Wrap-Up & Stay-to-the-End Prize Drawing

[Click to Book Hotel
by August 29, 2025
for Group Rate](#)

[Attendees –
Register For
Conference Here](#)