



CENTER FOR CONSUMER PROTECTION

2025 Spring Consumer Protection Conference

Public Agenda

May 6-8, 2025

Loews Downtown Chicago, Illinois

ALL SESSIONS WILL TAKE PLACE IN **SULLIVAN BALLROOM** UNLESS OTHERWISE NOTED

Contact Emma Shaw at eshaw@naag.org with any questions.

Monday May 5

3:00 pm – 5:00 pm

EARLY REGISTRATION – SULLIVAN FOYER

Tuesday, May 6

Open to the Public

8:00 am – 9:00 am

REGISTRATION & BREAKFAST – SULLIVAN FOYER & BALLROOM

9:00 am – 9:20 am

WELCOME & INTRODUCTIONS

JOHN FORMELLA, *New Hampshire Attorney General and NAAG President*

BRIAN KANE, *Executive Director, NAAG*

TODD LEATHERMAN, *Director, NAAG Center for Consumer Protection*

KWAME RAOUL, *Illinois Attorney General*

9:20 am – 10:10 am

THE PSYCHOLOGY & SCIENCE OF A SCAM

DESCRIPTION: This session will discuss why consumers are susceptible to scams and socially engineered exploitation and will then delve into how to effectively communicate to the public to decrease the number of scam victims.

MODERATOR:

BRANDON GAROD, *Senior Assistant Attorney General, New Hampshire Attorney General's Office*

SPEAKERS:

JESSICA CHOPLIN, *Professor of Psychology, Depaul University*

DOUG SHADEL, *Managing Director, Fraud Prevention Strategies, LLC*

10:10 am – 10:25 am

BREAK

10:25 am – 11:10 am

ARE WE FRIENDS? AI AND COMPANION CHATBOTS

DESCRIPTION: This session shares consumer protection issues emerging in the use of AI and companion chatbots. The panel will discuss how technology works, consumer protection strategies to mitigate risk, and the current regulatory landscape.

MODERATOR:

CRYSTAL UTLEY-SECOY, *Director & Assistant Attorney General, Mississippi Attorney General's Office*

SPEAKERS:

CAMILLE CARLTON, *Policy Director, Center for Humane Technology*



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	MEGAN GARCIA , <i>Parent Advocate, Megan L. Garcia Law Firm</i> MEETALI JAIN , <i>Executive Director, Transformative Justice Law Project</i> ROBERT MAHARI , <i>JD-PhD Student at Harvard Law School</i>
11:10 am – 11:55 am	HELP ME HELP YOU THE DO'S AND DON'TS OF WORKING WITH STATE REGULATORS DESCRIPTION: A panel of current and former Attorney General Office consumer enforcers discusses the legal and practical considerations a company should understand when dealing with state attorney general investigations. Topics include best practices, common missteps, and legal updates on the authority of AGOs to investigate consumer protection violations. SPEAKERS: JEFF HILL , <i>Executive Counsel, Tennessee Attorney General's Office</i> PAUL SINGER , <i>Partner, Kelley Drye & Warren, LLC</i> MEGHAN STOPPEL , <i>Counsel, Foley & Lardner LLP</i> JESSICA WHITNEY , <i>Deputy Attorney General, Minnesota Attorney General's Office</i>
12:00 pm – 1:30 pm	BUFFET LUNCHEON
12:30 pm – 12:45 pm	SPECIAL AWARD PRESENTATION <i>A special award will be presented during the luncheon.</i>
12:45 pm – 1:30 pm	LUNCHEON CONTINUES NETWORKING BREAK
1:30 pm – 2:30 pm	ETHICS TRIVIA DESCRIPTION: In this hour, each table will work as a team to answer ethics related trivia based on the ABA Model Rules of Professional Conduct. Some questions may offer bonus points. The trivia questions focus on the ethics rules most likely to come up in government practice, artificial intelligence, and ethics issues found in pop culture and the news. May the odds ever be in your favor! MODERATORS: KATE DONOVEN , <i>Consumer Counsel, Center for Consumer Protection, NAAG</i> JEFF HILL , <i>Executive Counsel, Tennessee Attorney General's Office</i> JARED LIBET , <i>Assistant Deputy Attorney General, South Carolina Attorney General's Office</i>
2:30 pm – 2:45 pm	BREAK WITH SNACKS



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2:45 pm – 3:45 pm	EARNED WAGE ACCESS PRODUCTS & NOVEL LENDING DESCRIPTION: This panel of consumer advocates and industry representatives will discuss earned wage access apps and novel lending products, important consumer risks, and business models. MODERATOR: WILSON MEEKS , Assistant Attorney General, Maryland Attorney General's Office SPEAKERS: KYLE GEORGE , National Political Director at EarnIn and a Professor of Practice in the School of Public Policy & Leadership at the University of Nevada PHIL GOLDFEDER , President, American Fintech Council ELLEN HARNICK , Executive Vice President, Director of State Policy, Western Regional Director, Center for Responsible Lending LAUREN SAUNDERS , Associate Director, National Consumer Law Center
3:45 pm – 4:00 pm	OPEN MIC & CLOSING REMARKS
4:30 pm – 6:00 pm	RECEPTION – STREETERVILLE SOCIAL – HOTEL ROOFTOP TERRACE

The National Association of Attorneys General and the Center for Consumer Protection would like to extend a special thanks to the members of the Consumer Protection Conference Planning Committee for their time and effort, without which this training would not be possible.

Brittany Edwards, Arkansas
Nick Akers, California
Nathan Blake, Colorado
Mike Wertheimer, Connecticut
Ryan Costa, Delaware
Marion Quirk, Delaware
Victoria Butler, Florida
Chris Styron, Louisiana
Beth Blackston, Illinois
Susan Ellis, Illinois
Jacob Gilbert, Illinois
Bill Meeks, Maryland

Phil Ziperman, Maryland
Jessica Whitney, Minnesota
Crystal Utley-Secoy, Mississippi
Brandon Garod, New Hampshire
Melissa Wright, Ohio
John Abel, Pennsylvania
Jared Libet, South Carolina
Kelley Groover, Tennessee
Jeff Hill, Tennessee
Laura Clinton, Washington
Laura McFarlane, Wisconsin

SAVE THE DATE!

Fall Consumer Protection Conference
Washington, DC
October 21-23, 2025