

PROTECTING MILITARY CONSUMERS

A Common Ground Conference



Consumer Protection for Military Servicemembers

A workshop to bring together and train JAGs, military financial advisors, law enforcement, prosecution agencies, and consumer protection officials to identify, prevent, and address consumer fraud and other issues affecting servicemembers and their families.



Thursday, September 7, 2017

9:00 am – 1:00 pm

Los Angeles Police Department

100 W. 1st Street, Los Angeles, CA 90012

AGENDA

9:00 am

Opening and Keynote:

Tom Pahl, Acting Director

Bureau of Consumer Protection, Federal Trade Commission

Master and Mistress of Ceremonies

Rigo Reyes, LA Department of Consumer and Business Affairs

Dominique-Chantale Alepin, Federal Trade Commission

9:15 am

Top 10 Consumer Issues Impacting Servicemembers

Stan Williams, Head Deputy, Los Angeles District Attorney's Office, Consumer Protection Unit

Captain Alfred Labrada, Los Angeles Police Department

10:30 am

Overview of Major Federal

and California Consumer Protection Laws

COL (CA) Jay Coggan, Judge Advocate General, California Military Department

Tom Dahdouh, Regional Director, Federal Trade Commission

Tom Papageorge, Head Deputy, San Diego District Attorney's Office

Nicklas Akers, Senior Assistant Attorney General, California Attorney General's Office

11:45 am

Resources Available for Servicemembers to Prevent, Detect and Defend Consumer Fraud Issues

Carol Kando-Pineda, Division of Consumer & Business Education, Federal Trade Commission

Angela O. Martin, Senior Enforcement Attorney, Military Affairs Liaison, Consumer Financial Protection Bureau

Hoon Chun, Assistant Head Deputy, Los Angeles District Attorney's Office, Consumer Protection Unit

12:30 pm

Discussion: Recommendations to enhance collaboration among military, consumer advocates and prosecutors to provide better consumer protections for servicemembers and their families.

1:00

Closing

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Topics Covered Include:

- Higher Education
- Landlord/Tenant: *security deposits, evictions, repairs*
- Identity Theft: *prevent, detect, defend*
- Real Estate: *foreclosure fraud*
- Imposter Scams: *IRS, law enforcement, debt collection*
- Autos: *purchases, repossessions, finance*
- Debt Collection: *harassment, fraud, old accounts*
- Lending
- Privacy: *data collection, storage, sharing*
- Immigration: *legal representation, fraud, resources*

Consumer Protection for Military Servicemembers RESOURCE DIRECTORY

Federal Trade Commission

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Consumer Financial Protection Bureau

Angela O. Martin, Senior Enforcement Attorney, Military Affairs Liaison
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California Attorney General's Office – Consumer Law Section

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California Military Department

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County of Los Angeles Department of Consumer Affairs

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Los Angeles District Attorney's Office

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Los Angeles Police Department

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Laws Covered Include:

- Servicemembers Civil Relief Act
- Federal Trade Commission Rules and Regulations
- Consumer Financial Protection Bureau Rules and Regulations
- California Unfair Practices Law (B&P Code Section 17000) California Unfair Competition Law (B&P Code Section 17200)
- California False Advertising Law (B&P Code Section 17500)
- California Consumer Legal Remedies Act (Civil Code Section 1750)