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
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

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)

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