



NATIONAL FOUNDATION FOR CREDIT COUNSELING

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En Español



## SPEAKERS

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### Conference Registration

#### Just Announced!

### Speakers

#### Location

The following speakers have confirmed their participation. Check back regularly as speakers will be added as they are confirmed.

#### Getting Here

#### Agenda

#### Speakers

#### Workshops

#### Panel Discussions

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#### Sponsorship

#### Golf Tournament

#### Things To Do In Denver

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#### Eileen Fitzgerald

Chief Executive Officer  
NeighborWorks America

As chief executive officer of NeighborWorks America, Eileen Fitzgerald oversees the provision of technical assistance, financial assistance and training to over 3,000 community based organizations and oversees the support of a national network of more than 235 affordable housing and community development organizations serving over 4,000 communities. NeighborWorks America is a public nonprofit corporation established as the Neighborhood Reinvestment Corporation by an Act of Congress in 1978.

Fitzgerald became chief executive officer June 1, 2011, after serving as the acting chief executive since January 2011. She served as NeighborWorks America's chief operating officer since June 2005, bringing nearly 20 years of experience in housing and community development to NeighborWorks America. Previously at the Fannie Mae Foundation, she was responsible for alliance and relationship management with key foundation partners as a senior director of National Initiatives. Fitzgerald has also served as the acting executive director and vice president of program operations at the McAuley Institute, a national nonprofit intermediary committed to improving the housing conditions of women and families through community-based efforts. She also served as the chief investment officer for single-family finance at the AFL-CIO Housing Investment Trust, a multi-billion dollar investment company, which includes assets from hundreds of pension funds. There, she was responsible for the development and rollout of HIT HOME, a home mortgage program for union members.

From 1994 to 2000, Fitzgerald served in the U.S. Department of Agriculture's Rural Housing Service as the associate administrator and acting administrator, where she was responsible for management and oversight of single-family, multi-family housing and community facilities programs. She served in both Virginia and Maryland state governments. She is a graduate of Fordham University in New York and the Woodrow Wilson School of Public and International Affairs at Princeton University.



#### Naomi Gendler Camper

Managing Director, Head of Consumer Policy  
JPMorgan Chase

#### Five Trends Impacting Consumers' Spending and Borrowing Habits

Naomi Gendler Camper is Managing Director and head of Consumer Public Policy at JPMorgan Chase. In this role, Ms. Camper develops and executes coordinated responses to policy and legislative issues impacting Chase's consumer businesses. She works with Chase's consumer business lines to advise and support their efforts to develop and introduce new product and service solutions. She is also working with JPMC's Global Philanthropy group to develop consumer financial empowerment initiatives. Ms. Camper is a member of the Chase Executive Committee.

From 2005 until 2012, Ms. Camper was the head of Federal Government Relations at JPMorgan Chase. In that role, she was responsible for leading and expanding the Firm's engagement with Capitol Hill and the Administration during a time of significant change to the banking policy and regulatory landscape.

From 2001 until 2005, Ms. Camper was the Democratic Staff Director of the Senate

Subcommittee on Financial Institutions for Senator Tim Johnson (D-SD). In that role, she led legislative initiatives related to credit reporting, deposit insurance and consumer deposit and credit products.

Ms. Camper has also practiced tax and financial services law at the Washington law firm of Wilmer, Cutler & Pickering, and was associate tax counsel at the Investment Company Institute.

Ms. Camper holds a J.D. from Harvard Law School, a Master in Public Policy from Harvard's Kennedy School of Government and a B.A. from Columbia University. She is a native of Andover, Massachusetts, and currently resides in Chevy Chase, Maryland, with her husband and three children.



### Todd Hunt

*Business Humorist*

***Communication Bleeps and Blunders in Business***

What's your biggest challenge in credit counseling today? Communication probably tops the list. You said one thing; your client or coworker heard something else. Nobody was wrong, but now everybody's confused...and you have to deal with it!

Laugh and learn as Todd Hunt shares real-life examples from business, revealing how we can improve our communication and become more successful. We'll also laugh at ourselves, with Todd leading the way – he's a Recovering Anal Retentive Professional (RARP), who finally learned to lighten up! If you eat M&Ms in color order, alphabetize your cereal boxes or rearrange the dishwasher because you don't like the way your significant other loaded it, you may just relate. (If not, there's still hope.)

Discover where your listener is "coming from," and tailor your communication style to get what you need. Review Miss Reiser's eight most abused words in the English language, to clarify your meaning. And re-record your voicemail greeting, lest you sound like one of Todd's outrageous, true examples.

As an executive with Ogilvy & Mather, one of the world's largest advertising agencies, Todd learned the inner workings of communication. Additional positions with an insurance administrator, financial services provider and his own marketing company confirmed what he had suspected all along – we all miscommunicate!

One day he discovered that people were hungry to hear his funny, true stories about sales, customer service, leadership and change, which he gathered during his business career. Now a professional speaker, he inspires hundreds of groups each year to communicate better and become more successful.



### Victor Nichols

*Chief Executive Officer*

*Experian North America*

Victor Nichols is Chief Executive Officer of Experian North America, responsible for Credit Services and Decision Analytics, Consumer Services, Vertical Markets and Marketing Services. He also serves as leader of Experian's Consumer Services Global Business Line.

Nichols previously served as Chief Executive Officer of Experian UK and EMEA, responsible for the Credit, Marketing Services and Interactive business lines throughout the United Kingdom, Ireland, Europe, the Middle East and Africa. Prior to his UK and EMEA position, Nichols was Group President of Experian Interactive<sup>SM</sup>, a business unit of Experian that comprises Experian Consumer Direct<sup>SM</sup>, ClassesUSA.com®, LowerMyBills.com® and PriceGrabber.com®.

Nichols joined Experian in early 2007 as Chief Operating Officer of Experian Interactive and has 27 years of experience in the fields of finance and technology. He is known for his ability to create and build strong growth enterprises by leveraging technology, people, community development and strategy. He has proven his execution skills over many assignments and in different cultures and business environments.

Prior to joining Experian, Nichols was Chief Information Officer for Wells Fargo & Company. Nichols also served as Chief Executive Officer of VICOR, a company that delivered advanced corporate receivables management solutions as well as electronic delivery services globally. His experience also includes serving as President of Safeguard Business Systems and various positions at Bank of America, such as managing the consumer lending business and retail operations.

Nichols holds a Master of Business Administration in finance from the University of California, Berkeley and a bachelor's degree in economics from the University of California, San Diego.

**The NFCC Vision is to create a national culture of financial responsibility.**

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