

DCWP 101: Free Webinar

New Rules for Debt Collectors

Open to Businesses, Industry Associations,
Consumer Advocates, Consumers



- DATE:** Thursday, November 7, 2024
- TIME:** 2:00 p.m. – 3:00 p.m.
- RSVP:** tinyurl.com/DCWP101-DebtCollection
- LIVESTREAM:** facebook.com/helloDCWP

Join representatives from the Department of Consumer and Worker Protection (DCWP) for this webinar which will cover new Rules for debt collectors. Topics will include:

- ⦿ Key terms and definitions
- ⦿ Communications (frequency, language access, disclosures)
- ⦿ Validation and collection letters
- ⦿ Prohibited practices
- ⦿ Disputed debt and time-barred debt
- ⦿ Compliance records
- ⦿ Collection of medical debt
- ⦿ Complaints

Deadline to submit questions before the webinar is Friday, October 25, 2024. To submit questions or to request an accommodation, please email communityaffairs@dcwp.nyc.gov.

Resources: nyc.gov/BusinessToolbox (Click Resources)



Eric L. Adams
Mayor

**Consumer and
Worker Protection**

Vilda Vera Mayuga
Commissioner