

Justin Penn Presents on Third-party Disclosure and Consumer Authentication Compliance

An AccountsRecovery.net Webinar

Webinar

Sep 23, 2026

Hinshaw partner Justin Penn will present on the panel, “Who Am I Actually Talking To? Third-party Disclosure and Authentication,” on Wednesday, September 23, at 12:00 pm CT.

Justin will be joined by Susan Appel of Taft Stettinius & Hollister, Jilenna Cloys of Meduit, and Chuck Dodge of Hudson Cook for a discussion on the growing challenges collection teams face when attempting to reach the correct consumer while avoiding improper third-party disclosures. As organizations increasingly rely on voice, text, email, and digital communication channels, maintaining compliance while delivering effective outreach has become more complex than ever.

Panel Objectives

Panelists will discuss:

- Current regulatory requirements and best practices for consumer authentication.
- Strategies to prevent improper third-party disclosures in voice, text, email, and digital communications.
- Practical scripts and call-flow designs that support compliant consumer outreach.
- Compliance checklists and operational safeguards for agencies, debt buyers, banks, credit unions, fintechs, and healthcare organizations.

[Register for the webinar](#)

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Related People



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