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Consumer Protection in an Age of Uncertainty

University of Michigan Law School

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CONSUMER PROTECTION
IN AN AGE OF UNCERTAINTY
MARCH 21 & 22, 2019

Annenberg Auditorium, U-M Gerald R. Ford School of Public Policy
735 S. State Street, Ann Arbor, MI 48108
ABOUT THE FORD SCHOOL

Founded a century ago at the height of America’s Progressive Era movement, ours was the nation’s first systematic public service training program. We launched the degree to give students the tools they needed to apply rigorous scientific methods—the same methods that had fueled America’s technological, medical, and scientific advancements—to the pressing social problems of the era.

One hundred years later, we remain one of America’s most highly respected schools of public policy and public administration. But while the scope of our programs has expanded, and our analytic methods have advanced dramatically, our core values remain: community, integrity, service, action, and leadership to advance and improve our world.

ABOUT THE CENTER ON FINANCE, LAW, AND POLICY

THE CENTER ON FINANCE, LAW, AND POLICY at the University of Michigan is an interdisciplinary research center which draws together faculty and students from more than a dozen of Michigan’s nineteen schools and colleges to work on a broad range of research projects focused on creating a financial system that is safer, fairer, and better harnessed to the real economy.

Founded in 2013 by faculty from the University of Michigan’s Law School, Ross School of Business, Ford School of Public Policy, and College of Engineering, the Center on Finance, Law, and Policy brings together leading scholars from a broad range of disciplines to conduct theoretical, empirical, and applied research aimed at transforming financial policy, financial regulations, financial products and services, and financial institution management.

ABOUT YOUR HOST

Michael S. Barr

Joan and Sanford Weill Dean, Gerald R. Ford School of Public Policy, University of Michigan

Michael S. Barr is the Joan and Sanford Weill Dean of the Ford School of Public Policy, the Roy F. and Jean Proffitt Professor of Law, and the Faculty Director of the Center on Finance, Law, and Policy at the University of Michigan. He is a nonresident Senior Fellow at the Center for American Progress and previously, at the Brookings Institution. He served under President Obama from 2009–2010 as the U.S. Department of the Treasury’s Assistant Secretary for Financial Institutions and was a key architect of the Dodd-Frank Wall Street Reform and Consumer Protection Act of 2010. In the Clinton Administration, Barr served as Special Advisor to President William J. Clinton, Deputy Assistant Secretary of the Treasury for Community Development Policy, Special Assistant to the Treasury Secretary, and Special Advisor and Counselor on the Policy Planning Staff at the State Department. During the 1993 October Term, he was a law clerk for Associate Justice David H. Souter.
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THURSDAY 2/21

8:30 - 9:00 am
Conference registration and continental breakfast

9:00 - 9:30
Opening Remarks by Michael S. Barr

9:30 - 11:00

PANEL 1
The Past & Future of the CFPB
In the wake of the financial crisis, Congress created the Consumer Financial Protection Bureau, spurring significant changes to the financial regulation landscape. A decade later, developments in the U.S. political system and innovations in financial technology have brought on more changes. How has the Bureau’s ongoing enforcement evolved alongside these recent innovations in financial technology?

Mike Calhoun
President of the Center for Responsible Lending

Lisa Donner
Executive Director, Americans for Financial Reform

Nick Smyth
Senior Deputy Attorney General and Assistant Director of the Bureau of Consumer Protection, Pennsylvania Office of the Attorney General

Eric Stein
Former Deputy Assistant Secretary for Consumer Protection, U.S. Department of the Treasury

Peggy Twohig
Assistant Director for Supervision Policy, Consumer Financial Protection Bureau

11:00 - 11:15
Coffee Break

11:15 - 12:45 pm

PANEL 2
Investor Protection
American investors now face a changing and increasingly complex financial marketplace, with new products and technologies in the financial planning sector. What risks and opportunities do these developments present, and how will they affect the relationship between investors and the financial services industry? What are the consequences to the fiduciary obligations of brokers and investment advisers?

Eric Stein
Former Deputy Assistant Secretary for Consumer Protection, U.S. Department of the Treasury

Peggy Twohig
Assistant Director for Supervision Policy, Consumer Financial Protection Bureau

12:45 - 1:00
Pick-up Lunch

1:00 - 2:15
Keynote Address

Rich Cordray
Founding Director of the U.S. Consumer Financial Protection Bureau (CFPB)

2:15 - 3:45

PANEL 3
Access & Financial Inclusion
How have consumers, particularly poor, elderly, and unbanked consumers, fared amid the availability and prevalence of alternatives to traditional banking services? Are these alternatives, such as small-dollar lending and prepaid products, effective modes of financial inclusion? Do they carry their own risks to consumer protection?

Mehrsa Baradaran
J. Alton Homch Associate Professor, University of Georgia School of Law

William Elliott
Professor of Social Work, University of Michigan

Adrienne Harris
Tawney Foundation Policymaker in Residence, Gerald R. Ford School of Public Policy

Melissa Koide
Chief Executive Officer, FinRegLab

Lisa Servon
Professor, School of Design, University of Pennsylvania

3:45 - 4:00
Wrap Up

End of Day 1
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William Elliott
Professor of Social Work, University of Michigan
Adrienne Harris
Tawney Foundation Policy Maker in Residence, Gerald R. Ford School of Public Policy

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Wrap Up

End of Day 1
Americans collectively owe over $1.5 trillion on student loans, a number that has risen considerably in the last decade. What is the status of consumer protections in place for student borrowers and efforts to regulate loan servicers, debt collectors, and for-profit colleges?

Samuel Levine
Consumer Protection Counsel for FTC

Joseph Sanders
Supervising Attorney, Consumer Fraud Bureau of the Illinois Attorney General’s Office & Student Loan Ombudsman for the State of Illinois

Wade Henderson
Immediate Past President, The Leadership Conference on Civil and Human Rights

Closing Remarks

End of Day 2
Address and Panel Discussion  
**Student Loans**

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  Consumer Protection Counsel for FTC  
  Commissioner Rohit Chopra

- **Dan Zibel**  
  Assistant Director for Supervision Policy, Consumer Financial Protection Bureau

- **Joseph Sanders**  
  Supervising Attorney, Consumer Fraud Bureau of the Illinois Attorney General’s Office & Student Loan Ombudsman for the State of Illinois

- **Wade Henderson** (moderator)  
  Immediate Past President, The Leadership Conference on Civil and Human Rights

Closing Remarks

- **Joseph Sanders**  
  Supervising Attorney, Consumer Fraud Bureau of the Illinois Attorney General’s Office & Student Loan Ombudsman for the State of Illinois

End of Day 2
SPEAKERS

KEYNOTE SPEAKERS

Rich Cordray
Founding Director of the U.S. Consumer Financial Protection Bureau (CFPB)

Richard Cordray served for six years as the first Director of the Consumer Financial Protection Bureau. He was appointed by President Barack Obama and confirmed by a bipartisan vote of the Senate. During his tenure, the CFPB brought enforcement actions that returned over $12 billion to 30 million Americans and adopted new rules to safeguard the mortgage market and prevent the kind of problems that led to the financial crisis of 2008 and the deep recession that followed.

Before joining the CFPB, Rich served as Ohio’s Attorney General, where he and his team recovered over $7 billion for Ohio’s retirees, investors, and business owners. He also served as Ohio Treasurer, where he led the State’s banking, investment, debt, and financing activities. He previously taught at Ohio State’s law school and served as a State Representative and as Ohio’s first Solicitor General. Rich has argued seven cases before the U.S. Supreme Court, including by special appointment of both the Clinton and Bush Justice Departments.

Rich is a graduate of Michigan State University’s James Madison College, Oxford University in England, and the University of Chicago Law School. He clerked for U.S. Supreme Court Justices Byron White and Anthony Kennedy.

Rohit Chopra
Federal Trade Commissioner

As a Federal Trade Commissioner, Rohit Chopra has actively advocated to promote a fair and fully-functioning marketplace through vigorous agency enforcement that protects families and honest companies from those that break the law. He is widely recognized for his expertise on America’s trillion-dollar student loan market.

After the passage of the Dodd-Frank Wall Street Reform and Consumer Protection Act, Chopra joined the Department of the Treasury to launch the CFPB. He then served as the agency’s Assistant Director, overseeing the agency’s student loan agenda. The Secretary of the Treasury also appointed him to serve as the CFPB’s Student Loan Ombudsman, a new position established in the financial reform law.

In these roles, he led efforts to spur competition in the student loan financing market, develop new tools for students and student loan borrowers to make smarter decisions, and secure hundreds of millions of dollars in refunds for borrowers victimized by unlawful conduct by loan servicers, debt collectors, and for-profit college chains.

Chopra later served as Special Adviser to the Secretary of Education to advance the Department’s efforts to improve student loan servicing, reduce unnecessary defaults, and bolster enforcement. He was also a Senior Fellow at the Consumer Federation of America, where he focused on consumer protection issues facing young people and military families.

Prior to entering government, Chopra worked at McKinsey & Company, the global management consultancy, where he worked in the financial services, health care, and consumer technology sectors. He holds a BA from Harvard University and an MBA from the Wharton School at the University of Pennsylvania. He was also the recipient of a Fulbright Fellowship.

Mehrsa Baradaran
J. Alton Hosch Associate Professor at the University of Georgia School of Law

Mehrsa Baradaran is a J. Alton Hosch Associate Professor at the University of Georgia Law School, where she teaches Contracts and Banking Law. She came to UGA from Brigham Young University, where she taught banking regulation, property and administrative law.


Previously, Baradaran was an Academic Research Fellow at the New York University School of Law and practiced law in the financial institutions group at Davis, Polk & Wardwell in New York City. She earned her bachelor’s degree cum laude from Brigham Young University and her law degree cum laude from NYU, where she served as a member of the New York University Law Review.

Mike Calhoun
President of the Center for Responsible Lending

Michael Calhoun is President of the Center for Responsible Lending, which is the policy affiliate of Self-Help, the nation’s largest community development lender that has provided over $6.4 billion in financing for first time homeowner loans and small business loans. The Center for Responsible Lending is a nonpartisan, nonprofit research and policy institute focusing on consumer lending issues. Mr. Calhoun has been an active participant in consumer financial legislation and regulation, and he has more than thirty years’ experience in consumer lending. He has authored numerous papers on the subject and has testified often before Congress and many state legislatures. Prior to joining CRL, he led several lending divisions at Self-Help, including the secondary mortgage market program. He is a former member and chair of the Federal Reserve Consumer Advisory Committee. Mr. Calhoun received his B.A. degree in economics from Duke University, and his J.D. degree from the University of North Carolina.

Jane Dokko
Assistant Vice President of Federal Reserve Bank of Chicago

Jane Dokko is an assistant vice president in the community development and policy studies division of the economic research department at the Federal Reserve Bank of Chicago. In this role, she leads research and analysis related to the Bank’s community development function. During the Obama Administration, Dokko was the Deputy Assistant Secretary for Financial Economics at the U.S. Treasury Department and a senior economist at the White House Council of Economic Advisers. In this work, she was a leader in the development of housing finance policy, the fiduciary rule, and infrastructure policy. She has also worked at the International Monetary Fund, Brookings Institution, and Federal Reserve Board. Dokko is the author of widely-cited academic journal articles, policy briefs, and general interest publications, and her work has been frequently covered in the mainstream media. Her expertise spans housing finance, consumer finance, retirement security, and financial regulation. She received a bachelor’s in economics from Haverford College and a master’s and PhD in economics from the University of Michigan.
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Lisa Donner
Executive Director of Americans for Financial Reform

Lisa Donner is the Executive Director of Americans for Financial Reform, having served as Deputy Director during the first phase of AFR work. Prior to this, she was the Executive Director of the Hall in Ten Campaign, an antipoverty project of the Center for American Progress Action Fund. Leadership Conference on Civil Rights, and the Coalition on Human Needs. Earlier, she was the co-director of the Center for Working Families, where she developed and promoted policy on fair taxes, work and family, and green jobs. Before Working Families, Lisa was an organizer for the Service Employees International Union (SEIU). She graduated from Harvard University.

William Elliott III
Professor of Social Work at University of Michigan

Dr. Elliott is a professor at the University of Michigan’s School of Social Work. He is the founding director of the Center on Assets, Education, and Inclusion (AEI) and a leading researcher in the fields of children’s savings, student debt, and wealth inequality.

Shaped by his personal roots in poverty in a small steel mill city in Pennsylvania, Professor Elliott challenges individual beliefs and cultural values that surround funding for college, student debt, inequality, systemic patterns of poverty, and educational justice. Some of the college savings account programs he is currently conducting research on are the Oakland Promise in California, Prosperity Kids in New Mexico, K2C in San Francisco, Promise Indiana, and the Harold Alfond College challenge in Maine. He has published in several journals. His most recent book, Making Education Work for the Poor: The Potential of Children’s Savings Accounts (co-authored with Melinda Lewin) was released by Oxford Press in 2018.

Steve Hall
Legal Director & Securities Specialist at Better Markets

Mr. Hall has extensive experience in securities and commodities regulation acquired through positions in the federal government, private practice, and the nonprofit sector. In 2010, he served as Senior Counsel to the Committee on Financial Services of the U.S. House of Representatives. During the Conference leading to passage of the Dodd-Frank Act, Mr. Hall worked on the titles dealing with securities and derivatives.

From 2001 through 2009, Mr. Hall served as Counsel to the North American Securities Administrators Association, Inc., the association of state securities regulators. His written work included over 15 amicus briefs addressing a wide range of investor protection issues arising under State and Federal securities law, including four briefs filed in the U.S. Supreme Court.

Steve also advised NASAA on corporate governance and transactional matters.

During the 1990s, Mr. Hall worked in private practice, handling civil litigation in the areas of real estate, banking, and insurance. He also represented local banks in documenting and closing commercial real estate loans. Mr. Hall began his legal career at the Commodity Futures Trading Commission, where he became Senior Trial Attorney and Associate Director of Enforcement. At the CFTC, he specialized in bringing injunctive actions in federal court against fraudulent commodity sales operations.

Adrienne Harris
Towsley Foundation Policymaker in Residence, Gerald R. Ford School of Public Policy, University of Michigan

Adrienne Harris is a Towsley Foundation Policymaker in Residence at the University of Michigan’s Ford School of Public Policy. She also advises fintech companies, incumbent financial institutions, and large venture capital firms. Most recently, Adrienne was the Chief Business Officer and General Counsel at a San Francisco-based, insurtech start-up for which she is now an Advisor.

Adrienne was a Special Assistant to President Obama for Economic Policy at the National Economic Council in the Obama White House, where her portfolio included financial reform, financial technology, cyber security, consumer protection, and housing finance reform. At the White House, Adrienne spearheaded the development of the Administration’s fintech strategy. She came to the White House from the U.S. Department of Treasury where she served as Senior Advisor to Deputy Secretary Sarah Bloom Raskin.

Prior to coming to Washington, D.C., Adrienne was an Associate at Sullivan & Cromwell LLP in New York. From 2007 to 2008, she was a Judicial Clerk in the United States District Court for the Southern District of New York for the Honorable Stephen C. Robinson. Adrienne earned her M.B.A. from the New York University Stern School of Business, her J.D. from Columbia University Law School, and her B.A. from Georgetown University, where she graduated with honors.

Wade Henderson
Immediate Past President for the Leadership Conference on Civil and Human Rights

Professor Henderson recently retired as the David A. Clarke School of Law’s first Joseph L. Rauh, Jr. Chair of Public Interest Law. He presently serves as a Senior Fellow at the Center for Responsible Lending. From 1996 until 2017, Henderson served as President and CEO of the Leadership Conference on Civil and Human Rights and the Leadership Conference Education Fund.

Henderson is well known for his expertise on a wide range of civil rights, civil liberties, and human rights issues, and is the author of numerous articles on civil rights and public policy issues. After taking the helm of The Leadership Conference in 1996, he worked diligently to address emerging policy issues of concern to the civil and human rights community and to strengthen the effectiveness of the coalition. Under his stewardship, the Leadership Conference became one of the nation’s most effective advocates for civil and human rights. Henderson currently serves on the FDC Advisory Committee on Economic Inclusion; the Board of Directors of the Center for Responsible Lending; and the Board of Trustees of the Education Testing Service.

Prior to his role with The Leadership Conference, Henderson was the Washington Bureau Director of the NAACP, Associate Director of the Washington National office of the ACLU; and Executive Director of the Council on Legal Education Opportunity. Henderson is a graduate of Howard University and the Rutgers University School of Law, and holds honorary doctorates from CUNY School of Law and Gettysburg College. He is a member of the Bars of the District of Columbia and the US Supreme Court.
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**Melissa Koide**  
**Chief Executive Officer of FinRegLab**

Melissa Koide is the CEO of FinRegLab, a new organization that leverages technology solutions to achieve public policy aspirations, address regulatory goals, and drive the financial sector towards an inclusive financial marketplace. FinRegLab provides an independent platform for policymakers and regulators, technology and financial sector innovators, and consumer advocates to build an evidence-based understanding of new financial technologies and their impact on consumers and the implications for public policy. Prior to establishing FinRegLab, Melissa served for four and one-half years as the U.S. Treasury Department’s Deputy Assistant Secretary for Consumer Policy where she developed and executed the Treasury Department’s consumer policies in the areas of credit, student loans, payments, savings, credit reporting, fintech, and financial inclusion. Melissa helped to build the first government offered pre-retirement savings product, the myRA, and she established the $5 million Innovation Fund to support research and strategies to improve consumers’ financial health and their access to safe and affordable financial products and services. Melissa is currently a nonresident fellow at the think tank, the Urban Institute, and before joining the U.S. Treasury Department, she was the Vice President of Policy at the Center for Financial Services Innovation.

**Samuel Levine**  
**Advisor to Commissioner Rohit Chopra of Federal Trade Commission**

Sam Levine is counsel to Federal Trade Commissioner Rohit Chopra, who assumed office in May 2018. In that role, Sam advises the Commissioner on enforcement actions, rulemakings, hearings, and other consumer protection matters before the Commission. Before moving to Washington, Sam spent two years at the FTC’s Chicago office and three years with the Illinois Attorney General, where he prosecuted predatory for-profit colleges and participated in rulemaking to expand income-driven repayment options for student borrowers. Sam also clerked for The Honorable Milton J. Shadur in the Northern District of Illinois.

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**Patricia McCoy**  
**Professor of Law at Boston College**

Patricia A. McCoy is the Liberty Mutual Insurance Professor at Boston College Law School. Her research interests focus on the nexus among financial services, consumer welfare, and systemic risk. In 2010-2011, she was the first Assistant Director of Mortgage Markets at the newly formed Consumer Financial Protection Bureau in Washington, D.C., where she oversaw all of the Bureau’s mortgage policy initiatives. She has also served on the Consumer Advisory Council of the Federal Reserve Board and the Advisory Council on Economic Inclusion of the Federal Deposit Insurance Corporation. Professor McCoy received her J.D. from the University of California at Berkeley and served as Editor-in-Chief of the Industrial Relations Law Journal. Later, she clerked for the late Hon. Robert S. Vance on the U.S. Court of Appeals for the Eleventh Circuit. Before entering academia, Professor McCoy was a partner at the law firm of Mayer, Brown in Washington, D.C. Earlier, she spent the 2002-2003 school year as a Visiting Scholar at the MIT Economics Department. Professor McCoy has three books to her credit, including *The Subprime Virus*, which was published by Oxford University Press in 2011 and written with Kathleen C. Engel.

**John Pottow**  
**John Philip Dawson Collegiate Professor of Law, University of Michigan Law School**

John A. Pottow is an internationally recognized expert in the field of bankruptcy and commercial law. His scholarship concentrates on the issues involved in the regulation of cross-border insolvencies as well as consumer financial distress. On behalf of the United States, Professor Pottow serves as a delegate to the United Nations Commission on International Trade Law (UNCITRAL). He also has litigated bankruptcy cases before the U.S. Supreme Court, including his successful pro bono argument on behalf of the respondent in *Executive Benefits Insurance Agency v. Arkans* (2014).


**Rob Randhava**  
**Senior Counsel for Leadership Conference on Civil and Human Rights**

Rob Randhava is a Senior Counsel with The Leadership Conference on Civil and Human Rights and The Leadership Conference Education Fund. Since January 2001, he has represented the Leadership Conference on Capitol Hill and with federal agencies, and he has provided policy, strategic, and communications expertise for a coalition of national public interest organizations. He has experience with a wide range of legislative and regulatory issues with civil rights implications, including consumer finance, immigration, budget & tax policy, housing, national security, LGBT rights, judicial nominations, and voting.

Rob is a founding member of the Asset Building Policy Network, a coalition of civil rights and financial industry organizations that are working together on policies to promote mainstream, responsible financial services in underserved communities. He is also a member of the steering committee of Americans for Financial Reform, the national coalition that successfully pressured Congress to enact the Dodd Frank Wall Street Reform and Consumer Protection Act. Prior to joining The Leadership Conference, he worked as Counsel for Rep. Barney Frank (D-MA) and as a Special Assistant for Rep. Bob Broun (D-IL).

**Lisa Rice**  
**President & CEO at National Fair Housing Alliance**

Lisa Rice is the President and CEO of the National Fair Housing Alliance (NFHA), the nation’s only national civil rights agency solely dedicated to eliminating all forms of housing discrimination. NFHA is also the trade association for over 200 member organizations across the country that work to eliminate barriers in the housing markets and expand equal housing and lending opportunities. NFHA provides a range of programs to affirmatively further fair housing including community development, neighborhood stabilization, training, education, outreach, advocacy, consulting and enforcement initiatives. Ms. Rice is a member of the Leadership Conference on Civil and Human Rights Board of Directors, JP Morgan Chase Consumer Advisory Council, Mortgage Bankers Association’s Consumer Advisory Council, Freddie Mac Affordable Housing Advisory Council, Urban Institute’s Mortgage Servicing Collaborative, Quicken Loans Advisory Committee, and America’s Homeowner Alliance Advisory Board.

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Joseph Sanders
Student Loan Ombudsman & Supervising Attorney of Consumer Protection Division, State of Illinois

Joe Sanders is a Supervising Attorney in the Consumer Fraud Bureau of the Illinois Attorney General's Office and the first Student Loan Ombudsman for the State of Illinois. Joe's practice focuses on post-secondary education and student lending, and includes litigation against for-profit schools, student loan servicers, and the U.S. Department of Education, as well as education policy work at the state and federal level. Joe is also the co-author of multiple articles on student lending. Prior to his work for the Illinois Attorney General, Joe was the director of a predatory lending litigation project for Legal Services NYC. Joe formerly served as the chair of the Chicago Bar Association's Consumer Law Committee and is licensed to practice law in New York and Illinois.

Lisa Servon
Professor of City and Regional Planning at University of Pennsylvania

Lisa Servon is Professor and Chair of the City and Regional Planning Department at the University of Pennsylvania. She was previously Professor of Urban Policy at The New School, where she also served as Dean of the Milano School of International Affairs, Management, and Urban Policy. She conducts research in the areas of urban poverty, community development, economic development, and issues of gender and race. She has written for the New York Times, the Wall Street Journal, the Atlantic, and the New Yorker. Her most recent book is The Unbanking of America: How the New Middle Class Survives. Servon holds a BA in Political Science from Bryn Mawr College, an MA in History of Art from the University of Pennsylvania, and a PhD in Urban Planning from UC Berkeley.

Nick Smyth
Senior Deputy Attorney General and Assistant Director of the Bureau of Consumer Protection, Pennsylvania Office of the Attorney General

Nick Smyth is a Senior Deputy Attorney General and the Assistant Director of the Pennsylvania Attorney General's Bureau of Consumer Protection. Attorney General Josh Shapiro appointed Nick in July 2017 to start Pennsylvania's first-ever Consumer Financial Protection Unit. He manages the Bureau's work involving consumer finance, such as student lending, mortgages, auto finance, payday lending, debt collection, credit reporting, debt settlement, and financial scams. Prior to joining the AG's office, Nick spent four years as an Enforcement Attorney at the Consumer Financial Protection Bureau (CFPB). After that, he was a Senior Associate at Reed Smith and then a Senior Counsel at Xchange Leasing, an auto finance company. Before joining the CFPB, he was part of a small team at the U.S. Department of the Treasury that drafted and revised the CFPB's enabling act, the Consumer Financial Protection Act of 2010.

Eric Stein
Former Deputy Assistant Secretary for Consumer Protection, U.S. Department of the Treasury

Eric Stein served as Special Advisor to Federal Housing Finance Agency (FHFA) Director Melvin L. Watt from January 2014 through January 2019. Eric helped lead the development of FHFA's policy efforts, advise the Director on policy issues facing the agency and its regulated entities, and chair the agency's Policy and Management Review Committee. Eric previously served as Senior Vice President of Self-Help, a nonprofit community development lender that creates ownership and economic opportunity, and the Center for Responsible Lending, a nonprofit research and policy affiliate organization dedicated to protecting homeownership and family wealth. Eric testified in Congress on predatory mortgage lending, foreclosure prevention and housing finance reform. He worked at Self-Help for 17 years. From 2009 to 2010, Eric served as Deputy Assistant Secretary for Consumer Protection in the U.S. Department of the Treasury. He was responsible for developing, and then working with Congress to enact, legislation that would create an independent agency designed to protect consumers of financial products and services, reform the mortgage market, and protect investors. Eric was formerly executive director of CASA, a nonprofit organization that develops housing for homeless persons with disabilities. In addition, he worked for Congressman David Price and clerked for U.S. Fourth Circuit Court of Appeals Judge Sam J. Ervin, III.

Betsey Stevenson
Associate Professor of Public Policy at Gerald R. Ford School of Public Policy, University of Michigan

Betsey Stevenson is an associate professor of public policy at the Ford School, with a courtesy appointment in the Department of Economics. She is also a research associate with the National Bureau of Economic Research, a fellow of the Ifo Institute for Economic Research in Munich, and serves on the board of directors of the American Law and Economics Association. Betsey recently completed a two-year term as an appointed member of the White House Council of Economic Advisers. She served as the chief economist of the U.S. Department of Labor from 2010 to 2011. Stevenson is a labor economist whose research focuses on the impact of public policies on the labor market. Her research explores women's labor market experiences, the economic forces shaping the modern family, and the potential value of subjective well-being data for public policy.
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Peggy Twohig
Assistant Director for Supervision Policy, Consumer Financial Protection Bureau

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Ms. Twohig received her law degree from the New York University School of Law and a Master’s degree in public policy from Princeton’s Woodrow Wilson School of Public and International Affairs in 1983. After law school, she clerked for the Honorable William K. Thomas in United States District Court for the Northern District of Ohio.

Lauren Willis
Professor of Law at Loyola Law School Los Angeles

Lauren E. Willis is a Professor of Law and William Rains Research Fellow at Loyola Law School Los Angeles and has held visiting appointments at Harvard, Cornell, and the University of Pennsylvania. Willis’s scholarship focuses on the intersection of consumer psychology, market structure, and law. She is an internationally-leading critic of the use of financial education, disclosures, and “nudges” (default settings) in consumer policymaking. Her recent work develops a fresh approach to consumer law, one that would require firms to demonstrate that their customers understand key product and service features or are using the firm’s products or services suitably. Before entering academia, Willis worked in the Civil Rights Division of the U.S. Department of Justice and with the FTC’s Consumer Protection Bureau. Willis is the co-founder of the Consumer Law Scholars Conference and currently serves in an advisory capacity to the American Law Institute’s Project on the Restatement of the Law of Consumer Contracts and the Walter Cronkite Project’s FoolProof Consumer Education Program.

Andrew Wu
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CAFRO

Consumer Advocacy and Financial Regulation Organization

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For more information email CAFRO.Mlaw-requests@umich.edu

LAW
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CONSUMER PROTECTION
IN AN AGE OF UNCERTAINTY

MARCH 21 & 22, 2019

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