

The 2026 Collections Show

OVERVIEW

The Collections Show is Much's annual gathering for leaders in the receivables management industry. This year's program focuses on the most consequential trends and unresolved regulatory questions facing creditors, servicers, debt buyers, and their vendors. Sessions blend panel discussions with an interactive vendor due diligence exercise and are designed to translate directly into operational priorities, contracting decisions, and litigation risk management.



AGENDA

8:30 – 9:00 a.m.	Registration & Networking Breakfast
9:00 – 9:15 a.m.	Welcome & State of the Industry
9:15 – 10:45 a.m.	Session 1: AI in Collections – Regulation, Contracting, and a Live Vendor Due Diligence Exercise
10:45 – 11:00 a.m.	Break
11:00 a.m. – 12:00 p.m.	Session 2: NYC's SHIELD Rule – What Takes Effect January 1, 2027
12:00 – 1:00 p.m.	Networking Lunch
1:00 – 2:00 p.m.	Session 3: BPOs, Offshore Operations, and the FTC's Offshore-Calling Proposal
2:00 – 2:45 p.m.	Session 4: CFPB Pullback, State AG Surge, and Private FDCPA Litigation
2:45 – 3:00 p.m.	Break
3:00 – 3:45 p.m.	Session 5: Student Loans Are Back – Treasury Takeover, the Return of Private Collectors, and Private Student Loan Litigation
3:45 – 4:30 p.m.	Session 6: Coerced Debt, Economic Abuse Statutes, and Identity Theft – The Next Wave
4:30 – 5:15 p.m.	Session 7: State Privacy Laws Meet Collections – The 2026 Compliance Patchwork
5:15 – 5:30 p.m.	Closing Remarks & Q&A
5:30 – 8:00 p.m.	Networking Reception & Dinner