

NACM COMMERCIAL SERVICES

Credit in the West

2025 CONFERENCE

Passport to Credit



Opening Speaker

ALL LOCATIONS



Change Leadership: The Art of Moving From Resistance to Resilience

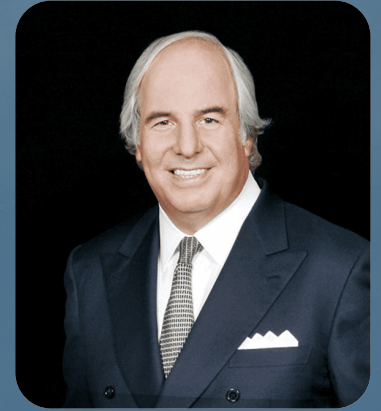
Dr. Jeremy Graves

Organizational change is notoriously difficult to lead, and traditional change management strategies don't address the root problems that cause change to fail. In Change Leadership, Dr. Jeremy Graves presents a different strategy—one that provides an approachable framework for leaders to guide their teams through the adjustment process and create buy-in by building a culture of change.

Organizational change is most effective when the organization's people willingly take part in the process. This is why change leadership starts by shifting your focus from the organization to the people.

Understanding the principles of change leadership will help you navigate organizational change at any level, from large, sweeping changes to the smaller adjustments companies make on a regular basis.

Catch Me If You Can



Cybercrime, Identity Theft and Scams

Frank W. Abagnale Jr.

SPOKANE ONLY

You may know Frank's story from the blockbuster film **Catch Me If You Can**, but his real-life expertise is even more compelling. With over four decades of experience working with the FBI, Frank has helped protect countless organizations from fraud—and now he's sharing his insights with us.

Frank Abagnale takes you behind the scenes to show you how simple strategies can thwart today's cyber criminals. With vivid examples, Abagnale reveals how cybercriminals and identity thieves work, why passwords are not keeping you safe, and why safeguarding yourself is particularly important today. Audiences praise his entertaining and informative sessions brimming with practical takeaways for attendees wanting to better protect themselves and their organizations from ever-increasing fraud.

**"Abagnale's lecture may be the best
one-man show you will ever see."**

-Tom Hanks



SPOKANE Schedule of Events

Wednesday - Oct 8

4:00 - 5:00 p.m.	Registration
5:00 - 6:30 p.m.	Opening Reception

Thursday - Oct 9

8:00 - 10:00 a.m.	Registration	
8:00 - 8:30 a.m.	Breakfast	
8:30 - 10:30 a.m.	Opening General Session: Change Leadership: The Art of Moving From Resistance to Resilience - Jeremy Graves (Sponsored by Nuvo)	
10:30 - 10:45 a.m.	Break	
10:45 - 11:45 a.m.	Understanding Lender Relationships and Secured Transactions - Alex Terrien and Steve Yoshihara	Breakout: TBD
12:00 - 12:45 p.m.	Luncheon w/ Speaker - Speaker: UTA Dean Middleton - Name That Service and Jason Mott, Chair Elect NACM National Board (Sponsored by: OneCreditSource.com)	
12:45 - 1:30 p.m.	Expo: Vendors	
1:30 - 2:45 p.m.	Preventing Identity Fraud in B2B Credit Applications - Jason Torf, Tucker Ellis LLP	Navigating Customer Mergers & Acquisition
2:45 - 3:00 p.m.	Break	
3:00 - 4:15 p.m.	Real-Time Credit Challenges & Roundtable Solutions - Moderators: Brett Hanft, CBA & Heidi Lindgren-Boyce, CCE	NACM 'Due Diligence' Tools & Good Usage Cases - Gina Calabrese Sylvester, CMP, CGA
4:30 - 7:30 p.m.	Reception & Dinner - Sponsored by: United TranzActions	
7:30 - 10:00 p.m.	Catch Me If You Can Movie Viewing Party	

Friday - Oct 10

8:00 - 8:30 a.m.	Breakfast	
8:30 - 9:30 a.m.	Cybercrime, Identity Theft and Scams - Frank Abagnale, Catch Me If You Can	
9:30 - 9:45 a.m.	Break	
9:45 - 10:45 a.m.	Risk Transfer in Construction Credit: Understanding the Fine Print - Eve Sahnaw, Mick Mason & Kelsey Keturakat	Speaking the Language of Leadership: Conversations with the C-Suite - Sheryl Rasmusson, CCE & more
10:45 - 11:00 a.m.	Break	
11:00 a.m. - Noon	Find Your Table: Simple Methods to Build Trust & Meaningful Connections - Blue Stiley	

Credit in the West is dedicated to providing an enriching & educational experience for credit professionals. Join us to be a part of this transformative event.

October 8 - 10 SPOKANE

Registration Fees

EARLY BIRD MEMBER - \$349.00 (July 14 - August 31)

EARLY BIRD NONMEMBER - \$649 (July 14 - August 31)

MEMBER - \$399 (Starting September 1, 2025)

NONMEMBER - \$699 (Starting September 1, 2025)

ONE-DAY SPECIAL \$209 (Thursday & Friday)

GUEST/SPOUSE - \$250

No vendors. For vendor opportunities contact Shawna Axness.

Contact Shawna for Group Rate

Registration

For more information about registration and conference details please visit: www.creditinthewest.org.

For questions please contact Shawna Axness at NACM Commercial Services, 971.230.1202 or email: saxness@nacmcs.org.

See website for Refund & Cancellation Policy.

Hotel

DoubleTree by Hilton Spokane City Center

322 N Spokane Falls Court
Spokane, WA 99201

Room Details (see website for details)

Room Rate: \$176.00

Book by: September 18, 2025

Parking: Current parking rates are \$15.00: Day Pass Event Parking, \$25.00 plus tax for overnight self-parking, and are subject to change.



DENVER Schedule of Events

Tuesday - Oct 28

7:30 - 8:30 a.m.	Registration
8:00 - 8:30 a.m.	Breakfast
8:45 - 10:15 a.m.	Opening General Session: Change Leadership: The Art of Moving From Resistance to Resilience - Jeremy Graves (Sponsored by Nuvo)
10:15 - 10:30 a.m.	Break
10:30 - 11:30 a.m.	Breakout: Preventing Identity Fraud in B2B Credit Applications - Jason Torf, Tucker Ellis LLP
11:45 a.m. - 12:30 p.m.	Luncheon w/ Speaker: Tools for a Credit Manager
12:30 - 1:00 p.m.	Expo: Vendors
1:00 - 2:15 p.m.	Breakout: Navigating Customer Mergers & Acquisitions
2:15 - 2:30 p.m.	Break
2:30 - 3:45 p.m.	Breakout: Real-Time Credit Challenges & Roundtable Solutions - Greg Garner (Moderator)
4:00 - 5:00 p.m.	Closing Reception



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**October 28
DENVER**

Registration Fees

Early Bird MEMBER - \$239 (July 14 - August 31)

Early Bird NONMEMBER - \$539 (July 14 - August 31)

MEMBER - \$289 (Starting September 1, 2025)

NONMEMBER - \$589 (Starting September 1, 2025)

GUEST/SPOUSE - \$150.00

No vendors. For vendor opportunities contact Shawna Axness.

Contact Shawna for Group Rate

Registration

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For questions please contact Shawna Axness at NACM Commercial Services, 971.230.1202 or email: saxness@nacmcs.org.

See website for Refund & Cancellation Policy.

Hotel

Sheraton Denver Tech Center Hotel
7007 S Clinton St
Greenwood Village, CO, 80112

There is no room block at this location.



ANAHEIM Schedule of Events

Thursday - Nov 6

7:30 - 8:30 a.m.	Registration
8:00 - 8:30 a.m.	Breakfast
8:45 - 10:15 a.m.	Opening General Session: Change Leadership: The Art of Moving From Resistance to Resilience - Jeremy Graves (Sponsored by Nuvo)
10:15 - 10:30 a.m.	Break
10:30 - 11:30 a.m.	Breakout: Preventing Identity Fraud in B2B Credit Applications - Jason Torf, Tucker Ellis LLP
11:45 a.m. - 12:30 p.m.	Luncheon w/ Speaker: Roxanne Price, Chair NACM National Board
12:30 - 1:00 p.m.	Expo: Vendors
1:00 - 2:15 p.m.	Breakout: Navigating Customer Mergers & Acquisitions
2:15 - 2:30 p.m.	Break
2:30 - 3:45 p.m.	Breakout: Real-Time Credit Challenges & Roundtable Solutions - Greg Garner (Moderator)
4:00 - 5:00 p.m.	Closing Reception



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**November 6
ANAHEIM**

Registration Fees

Early Bird MEMBER - \$239 (July 14 - August 31)

Early Bird NONMEMBER - \$539 (July 14 - August 31)

MEMBER - \$289 (Starting September 1, 2025)

NONMEMBER - \$589 (Starting September 1, 2025)

GUEST/SPOUSE - \$150.00

No vendors. For vendor opportunities contact Shawna Axness.

Contact Shawna for Group Rate

Registration

For more information about registration and conference details please visit: www.creditinthewest.org.

For questions please contact Shawna Axness at NACM Commercial Services, 971.230.1202 or email: saxness@nacmcs.org.

See website for Refund & Cancellation Policy.

Hotel

Anaheim Marriott Suites

12015 Harbor Boulevard
Garden Grove, CA 92840

There is no room block at this location.



What You'll Bring Back:

Actionable insights from industry leaders to strengthen your credit strategy and decision-making.

New tools and resources to improve your team's risk assessment, collections, and reporting processes.

Fresh perspectives on leadership, collaboration, and navigating change in a fast-evolving industry.

Real-world solutions from peers across industries facing the same challenges you are.

Why It's Better With a Team:

Divide and conquer the sessions—cover more topics and bring back even more takeaways.

Spark collaboration by learning together and applying ideas as a unified team.

Boost morale and motivation—investing in your team shows trust, and they return energized and engaged.

Conference Details:

Full conference schedules, descriptions, and speaker bios can be found at www.creditinthewest.org soon.

The website will be consistently updated as we receive information from the speakers.

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