

" PARTNERING TO REFRESH THE CUSTOMER EXPERIENCE ONE CLIENT AT A TIME!"



# Compliance: The Future is now!

**With the CFPB now in the rear view mirror...What's next? Keith Whann gives his perspective as to what compliance is NOW and the role it will take on in shaping the customer experience in years to come!!!**

TMC University courses and informational seminars are provided for Dealer Principals and key dealership personnel who have been invited by Automotive Integration, The Millennium Company, The Whann Group, and their Representatives. To attend, please contact Chris Meacham at 614-561-6510.

### What's Included?

- Introduction to Compliance TODAY!
- High Level Insight...What's Next?
- Idea Symposium
- Best Practices
- Q and A
- Continental Breakfast

### Course Agenda

- Compliance...Noun or Verb?
- Legal Defenses?
- The Status Quo?
- The New Normal
- The Role of Transparency
- The 300% Rule?
- Debunking the Myths
- Military Lending Act
- Telling not Selling
- The Role of Technology
- The Mobile Pathway
- The Transition
- Opportunities
- The Customer Experience

### Location

**The Columbus Bar Association  
175 S Third St Ste 1100  
Columbus, Ohio 43215**

### Course Date

**Wednesday, August 15  
(9 am to noon)**

ONE HUNDRED ELEVENTH CONGRESS

**Congress of the United States**

**House of Representatives**

COMMITTEE ON ENERGY AND COMMERCE

2125 RAYBURN HOUSE OFFICE BUILDING

WASHINGTON, DC 20515-6115

Dear Mr. Whann:

I am writing to request your testimony at a hearing before the Subcommittee on Commerce, Trade, and Consumer Protection of the House Committee on Energy and Commerce on Thursday, March 5, 2009, at 10:00 a.m. in Room 2123, Rayburn House Office Building. The hearing is entitled "Consumer Protection in the Used and Subprime Car Market"

Sincerely,

Bobby L. Rush, Chairman  
Subcommittee on Commerce, Trade, and  
Consumer Protection



Office of the Secretary

UNITED STATES OF AMERICA  
**FEDERAL TRADE COMMISSION**  
WASHINGTON, D.C. 20580

Keith E. Whann, Esq.  
Whann & Associates  
6300 Frantz Road  
Dublin, Ohio 43017

Dear Mr. Whann:





The Whann Group



TMC University & The Whann Group

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## Compliance: The Future is Now!

Conference Registration

Email form to:

[chris@automotiveintegration.com](mailto:chris@automotiveintegration.com)

[keithwhann@me.com](mailto:keithwhann@me.com)

Conference Dates: August 15, 2018

***Registration Deadline: Friday August 10th***

### Attendee Information

Dealer/Lender/Vendor Name:

Name (1):

Name (2):

Name (3):

Company:

Address:

Inquiries to:

Chris Meacham (614) 561-6510

Keith Whann (239) 227-3707

Location: The Columbus Bar Association

175 S. Third St. Ste 1100

Columbus, Ohio 43215

(614) 221-4112