

# **Webinars**

## **PAST NCLC'S WEBINARS**

### **Fair Debt Collection for Legal Hotline Advocates**

This webinar covers many of the debt related issues that an advocate is likely to experience on a legal hotline, and give tips and strategies that can be utilized to address those situations.

### **Cars and Insurance Issues**

Cost and availability of car insurance, especially for low-income families as well as other car insurance issues including credit insurance and insurance related products and the practices of insurance companies when dealing with claims and damaged cars.

### **Introduction to Representing Consumers Abused by Debt Collectors**

This webinar discusses Fair Debt Collection Practice Act (FDCPA) claims for deceptive debt collection letters, developing a debt collection harassment case, and developing a debt collection class action.

### **Home Affordable Modification Program (HAMP) Enforcement Listserve Call**

An overview of enforcement of the federal Home Affordable Modification Program (HAMP). Only a recording available for this webinar.

### **Understanding Pension Rights**

This webinar covers the topics of fixing the easy problems, threshold matters, and spotting common issues such as vesting and accrual of benefits, service breaks and suspensions of and limitations on benefits (post PPA).

## **The Role of Undue Influence in Elder Abuse**

This webinar covers the topics of Intervention perspectives, victim and perpetrator characteristics, tactics and process, capacity and consent, legal remedies, case realities, identification and investigation and resources.

## **A Toolkit for Serving Diverse Communities**

This webinar gives an overview of tools necessary to assist with every stage of program planning, implementation, delivery, and evaluation of services to diverse populations.

## **Yo-Yo Sales- Understanding Car Dealers' Attempts to Create Conditional Car Sales**

This webinar covers car dealers practice of "yo-yo" or spot delivery car sales financing abuses, how consumers are harmed, and what can be done. Only a recording is available.

## **New Rules on Protection and Electronic Payment of Social Security**

This webinar covers the transition from paper checks to electronic payments, the direct express card, private prepaid cards that qualify for deposit of federal payments, and new rules protecting federal benefits from garnishment.

## **Solving Elders' Manufactured Home Problems: Tools, Resources, Legal Approaches**

Improving manufactured housing for older adults, as well as tips and resources, including defects in home, the sale of a home in manufactured home community, sale of manufactured housing communities, and fundamental freedoms in communities. Presenter: Dr. Rodney Harrell (AARP), [...]

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