HUDSON COOK

Consumer Disputes: The New Frontier

November 11, 2026 | Rebecca E. Kuehn

Wednesday, November 11th

Consumer Disputes: The New Frontier

Tenant ScreeningMortgage

10:45 AM - 11:30 AM

La Salle (Main) Ballroom A

GENERAL SESSION

Description

Consumer disputes are increasing in both volume and complexity. As regulators, lawmakers, plaintiffs' attorneys, and consumer advocates place greater scrutiny on dispute handling, consumer reporting agencies and furnishers face growing expectations for accuracy, efficiency, and compliance.

This session will explore:

- Trends driving the increase in consumer disputes
- The evolving regulatory landscape in California, New York, Washington, D.C., and beyond
- How technology is enabling disputes to be generated at scale
- Ways automation and technology are improving dispute processing and reasonable investigations
- Best practices for managing risk while meeting regulatory expectations

You'll leave with a better understanding of today's dispute environment and practical insights into balancing compliance, operational efficiency, and consumer trust.

Speakers

• Michelle L. Macartney, Managing Partner, Bridgeforce
• Rebecca E. Kuehn, Partner, Hudson Cook, LLP

Speakers

- Rebecca Kuehn, Hudson Cook, LLP, Partner
- Michelle Macartney, Bridgeforce LLC, Managing Partner & Chief Compliance Officer

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