



WE'RE OFF TO THE CREDIT RACES!

2026 REGIONAL MEETINGS CINCINNATI: *BIOGRAPHIES*



THE POWER OF PURPOSE-DRIVEN BUSINESS: THE BUSINESS CASE FOR SOCIAL IMPACT
MATTHEW D. MCGOWAN, CSP, Director, Social Impact, Staffmark Group

Matt McGowan is an Army veteran and the Director of Social Impact at Staffmark Group, where he leads programs that drive workforce development and community impact. Drawing on his own challenges transitioning from military service to civilian life and his challenges as a disabled veteran, Matt founded Operation: Hired, Staffmark's flagship military and veteran hiring program. This initiative has become the cornerstone of the broader RGF Connect platform at Staffmark Group, designed to connect individuals facing barriers to the workforce with meaningful career opportunities while supporting the communities they serve. Passionate about creating equitable pathways for veterans and other talent, Matt partners with community organizations, veteran service groups, and industry leaders to remove barriers and ensure candidates have access to the tools, training, and opportunities they need to succeed. His work demonstrates how purpose-driven programs can create lasting impact, both for individuals and organizations. Through his keynote presentations, Matt shares actionable insights and inspiring stories from his journey and his work at Staffmark, showing how businesses can turn social responsibility into measurable results.



OHIO SECURED CREDITORS – MECHANIC'S LIENS AND UCC SECURITY
RICHARD O. HAMILTON, Partner & Shareholder, Robbins Kelly Patterson Tucker

Rick is a partner and shareholder at Robbins, Kelly, Patterson & Tucker. He practices in the areas of construction and business law, assisting individuals and businesses with construction issues and commercial disputes ranging from small collection matters to large multi-party complex litigation and arbitration cases. Rick is licensed to practice law in the Ohio and Kentucky state and federal courts. Rick has been with the firm since spring 2008. Rick offers Construction Arbitration & Mediation Services, and has developed rules for parties interested in private alternative dispute resolution services. He is also a Qualified Neutral for American Arbitration Association as a mediator and an arbitrator since 2011. Rick has presided over 900 arbitrations and a multitude of mediations, involving straight forward disputes as well as complex, multiparty and panel required arbitrations. Rick has 10 years prior experience as designer and construction manager for residential and light commercial/retail projects. In his law practice, he has extensive construction industry experience representing contractors, sub-contractors, suppliers, architects, and owners on residential, commercial, and public projects, in litigation, arbitration, and mediation. He assists clients with the prosecution and defense of claims, including breaches



WEDNESDAY, APRIL 8th, 2026



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of contract, failure to perform in a workman-like-manner, Prompt Pay Act violations, enforcement of lien rights (private and public), performance and payment bond claims, Ohio EPA claims, Consumer Sales Practices Act violations, fraud, breaches of fiduciary duties, and various other civil claims.

Rick represents clients in intra-company owner/shareholder disputes and maintains a general business counseling practice and a business litigation practice. He counsels clients on construction and service contracts and on lease and financing agreements for personal and real property. He advises clients on credit and collection matters, including credit applications, terms of credit, collection actions, and FDCPA issues. Rick also advises clients on issues arising from their homeowners' or condominium owners' associations.

HOW TO MAKE A SOUND CREDIT DECISION

TERRI EGGBEEN
Manager, Credit and Collections, Fechheimer Brothers Co.



Terri Eggebeen brings over 35 years of dedicated experience in the credit and collections profession. Her career began in consumer credit, where she spent a decade building a strong foundation. She then transitioned into the corporate credit environment, where she thrived for 24 years, consistently driving results that directly impacted organizational profitability.

For the past nine years, Terri has been a key contributor at Fechheimer Brothers Co., headquartered in Cincinnati, Ohio. Initially serving as Assistant Credit Manager, she led the Credit and Collections team with distinction. On January 2, 2024, Terri was promoted to Manager, Credit and

Collections—a well-earned recognition of her leadership and expertise.

Terri credits much of her professional growth to long-time NACM member Jay Zimmerman, her former director and mentor. As she puts it, "Because of Jay's leadership and mentorship of my career, I found my true passion in credit and risk mitigation. Jay is responsible for shaping my career path."

Outside of work, Terri enjoys traveling with her husband, Shawn, exploring the open road on her Harley-Davidson, and spending time with her two beloved pit bulls, Zeus and Miss Millie.

UNCLAIMED PROPERTY: DOES IT GET ENOUGH CREDIT

TROY R. WANGEN
Principal, Baker Tilly



Troy has extensive experience in unclaimed property consulting, specializing in the development of strategic defense for unclaimed property audits, and the analysis, quantification and mitigation of potential unclaimed property exposure.

He has represented numerous Fortune 500 clients in the defense of unclaimed property audits performed by Kelmar, SAS, and other contract audit firms and in the performance of comprehensive diagnostic reviews. Troy has spoken for holder education seminars sponsored by UPPO, Lorman, the National Association of Credit Management, the American Payroll Association, the Chicago Bar Association, and other professional groups. Troy has also led the manufacturing industry breakout sessions at multiple UPPO conferences.



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