



WE'RE OFF TO THE CREDIT RACES!

2026 REGIONAL MEETINGS

GRAND RAPIDS: FURNITURE CITY FLYER 

TUESDAY, APRIL 14th, 2026

Meeting Agenda

Sheraton Grand Rapids Airport
5700 28th Street SE
Grand Rapids, MI 49546

REGISTRATION DEADLINE:
TUESDAY, APRIL 7TH, 2026

PRICING:
\$199 members
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\$398 nonmembers

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GRAND RAPIDS: **FURNITURE CITY FLYER**

POST TIME: Tuesday, April 14th, 9:00 a.m. - 3:30 p.m. ET



9:00 a.m. – 9:30 a.m. Registration

9:30 a.m. – 9:45 a.m. Opening Remarks – Dorann Guenard

9:45 a.m. – 10:45 a.m. Leading the Way: Qualities of Effective Credit Leadership
Diana Crowe, Regional Director, Southwest

In today's fast-paced credit environment, leadership is more than a title—it's a mindset. Great leaders don't just keep up with change – they drive it. Join Diana Crowe as she reviews core qualities that define truly effective leaders in the credit profession. From emotional intelligence and strategic thinking to adaptability and accountability, participants will explore how these traits shape successful teams and drive meaningful change. Whether you're a seasoned professional or an emerging leader, this session will empower you to lead with confidence, clarity, and purpose.

10:45 a.m. – 11:00 a.m. – Break

11:00 a.m. – 12:00 p.m. Standby Letters of Credit
Thomas Fawkes, Partner, Tucker Ellis LLP; Brian Jackiw, Partner, Tucker Ellis LLP

Standby letters of credit represent one of the most powerful tools in a credit professional's toolbox to provide payment assurance in the event of a customer default. What makes them particularly attractive, compared to other credit enhancements, is that they are "bankruptcy-proof," meaning that they can be accessed in the event of a bankruptcy and therefore provide creditors with substantial protection against bankruptcy losses. In order for them to be effective, however, they must be properly structured and their requirements must be strictly followed. During this presentation, Thomas Fawkes and Brian Jackiw from Tucker Ellis LLP will provide an overview of standby

letters of credit, including how they are created, how they operate, and the steps creditors must take to ensure that they are honored.

12:00 p.m. – 1:00 p.m. Lunch

1:00 p.m. – 1:15 p.m. NACM Connect Update – Bob Rabe

1:15 p.m. – 2:15 p.m. How To Make A Sound Credit Decision
Dorann Guenard, CGA, Regional Manager, NACM Connect; Bob Rabe, Education Manager, NACM Connect

In this interactive workshop, random scenarios for credit requests will be worked out by the attendees with the assistance of the facilitator. Join us for what promises to be a fun session that will test what you know about credit decisions while learning new ways to assess your customers' requests.

2:15 p.m. – 2:30 p.m. – Break

2:30 p.m. – 3:30 p.m. Understanding Bankruptcy Trends: How Unsecured Creditor Data Shapes Effective Credit Solutions
James Brown, Founder & Owner, BK Wire

Monitoring companies' losses through unsecured creditor data provides critical insights into bankruptcy trends and financial vulnerabilities in today's volatile market. By analyzing this data, credit professionals can identify patterns of risk and adjust credit policies proactively. During this session, BKwire experts will explore certain bankruptcies and how bankruptcy and unsecured creditor insights reveal signs of financial distress, enabling attendees to enhance credit risk management strategies. Attendees will learn to leverage bankruptcy data to anticipate market shifts, mitigate losses, and seize opportunities, with practical examples drawn from recent bankruptcy filings.