

# 2026 NACM Credit Leadership Survey

## How AI Adoption is Reshaping Priorities, Fraud, and Operational Strategy

Presented by NetNow, a preferred provider of NACM Connect

Date: February 27, 2026 | 10am CT

*NACM Connect Members Only*

### WEBINAR SESSION DESCRIPTION

Based on a survey of 500 credit leaders conducted in partnership with NACM, this session examines how artificial intelligence is changing the credit department—from customer onboarding and communication to fraud detection, collections, and long-term strategic planning.

We'll explore year-over-year shifts in technology adoption, how fraud tactics are evolving in response to digital transformation, and where credit leaders are prioritizing resources as AI tools mature.

#### Key Discussion Areas

- **AI Adoption & Use Cases** — How credit teams are using AI today for communications, decisioning, onboarding, dispute handling, and more.
- **Fraud Trends & Emerging Tactics** — How fraud schemes are adapting and the strategies teams are deploying to mitigate risk.
- **Strategic Priorities for 2026** — Where leaders are reallocating budget and attention—and how this compares to previous years.
- **Operational Transformation** — Moving from manual, paper-heavy workflows to digital, data-driven credit processes.
- **Barriers to Adoption** — What's slowing down implementations, including data, compliance, and organizational constraints?

This session is designed for credit professionals, AR leaders, finance executives, and anyone responsible for balancing customer experience, risk, and operational efficiency in a rapidly evolving environment.

### YOUR SPEAKERS



**Nauman Hafeez**  
CEO, NetNow  
Speaker



**Eli Costea**  
COO, NetNow  
Speaker

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