

# In-House Roundtable: How Corporate Counsel are Managing Consumer Finance Claims/Class Actions, Compliance Challenges, and Enforcement Actions, Selecting and Working with Outside Counsel to Enhance the Client-Attorney Relationship, and Achieving Efficiencies with Reduced Budgets and Smaller Staffs

July 27, 2015

American Conference Institute's 23rd National Conference on Consumer Finance Class Actions & Litigation  
The Omni Chicago Hotel  
Chicago, IL

Michael Ferachi served as Moderator.

Topics covered include:

- Assessing the chief concerns of corporate counsel
- Considerations when selecting outside counsel
- Perspectives on the trend of pairing down the number of law firms with which a company engages
- How in-house counsel are working to enhance their relationships with outside counsel
- In-house counsel expectations of outside counsel
- Advising outside counsel on how to better support in-house counsel
- Corporate counsel perspectives on how secure law firms are with respect to cybersecurity and data privacy issues
  - Concerns
    - What outside counsel and law firms can do to assure their clients that sensitive information and documents are secure
- Top 5 issues that in-house counsel want their outside counsel to be thinking about
- How are their corporate law departments organized and what issues are unique to their companies?

- How these unique issues affect the litigation that they face and their case management strategies
- In-house and outside counsel perspectives on best practices after receiving a letter threatening litigation
  - Minimizing the costs and managing the logistics of document retention in this situation
  - How long potentially relevant documentation should be held on to
  - What do other corporate and outside counsel suggest/do in these situations?
- Strategies corporate counsel use to manage litigation
- How does managing and defending a large-scale case or class action differ from managing and defending a smaller case?
- Lessons learned from past litigation
  - Minimizing your exposure to future litigation and better managing future litigation
- Escalated complaints
  - Managing escalated complaints so as to avoid litigation
- How financial institutions are adapting to new and emerging regulations and case law

- What changes have been implemented and with what success?
- What do corporate counsel find to be the most challenging aspects of revamping compliance procedures and policies in the wake of Dodd-Frank?
- Managing and responding to government enforcement actions, investigations, and demands
- What have corporate counsel experienced so far?
- Lessons learned, pitfalls to avoid, and best practices going forward
- Top 5 concerns of in-house counsel now and in the near-term
- Management of third-party relationships and vendor oversight
- Impact of the CFPB
- Assessing creative and effective ways for corporate counsel to manage the fees defense counsel charge for class action work
- The rise of the alternative fee arrangement: is it succeeding or fizzling out?
- Corporate counsel insights into innovative billing arrangements that law firms have implemented
- Successes and failures of such arrangements

- How corporate counsel are responding to internal budgetary pressures
- How capital requirements have impacted legal budgets
- Internal and external cost-cutting
  - What has worked and what has not
- In-house staffing solutions for stretched legal departments