



DCWP 101: Free Webinar

SHIELD Rule Regulating Debt Collection in NYC

Designed for Collectors, Creditors, Legal Professionals

DATE: Monday, October 5, 2026
TIME: 2:00 p.m. – 3:30 p.m. (Eastern Time)
RSVP: tinyurl.com/DCWP-DEBT
LIVESTREAM: facebook.com/helloDCWP

Recording will be available after the event.

Join representatives from the Department of Consumer and Worker Protection (DCWP) for an overview of the Stopping Harassment and Intimidation and Ensuring Lawful Debt Collection Rule (SHIELD Rule) which takes effect **January 1, 2027**. This webinar will cover:

- ⦿ Front-end Disclosures
- ⦿ Communications
- ⦿ Disputed Debt and Verification Obligations
- ⦿ Time-barred Debt
- ⦿ Medical Debt
- ⦿ Language Access Services
- ⦿ Compliance Records

To submit questions: Email debtfaqteam@dcwp.nyc.gov by **Friday, September 18, 2026**. DCWP will review and try to cover in the webinar. There is no live Q&A.

To request an accommodation: Email communityaffairs@dcwp.nyc.gov.

Resources: nyc.gov/BusinessToolbox (see Debt Collector section for FAQ, templates, Rule, and recording of webinar)