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# EQUIPMENT Leasing & Finance

THE MAGAZINE FOR INDUSTRY EXECUTIVES

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October 2019

## COVER STORY



### New and Improved: Innovating the Customer Experience

If you're not continually reinventing customer service, you might already be behind. Members share their strategies for meeting--and exceeding--evolving customer needs. [Read more.](#)

## FEATURES



### Reading the Tea Leaves

The longest U.S. growth streak holds mixed messages for ELFA members. [Read more.](#)



## Spotlight on Healthcare

New Foundation study identifies key trends in a rapidly changing sector. [Read more.](#)

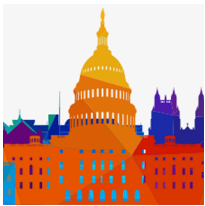
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## Annual Convention Preview

See what's in store for you at the 58th ELFA Annual Convention, Oct. 27-29 in Washington, D.C. [Read more.](#)

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## COLUMNS

### From the President & CEO

Focus on the customer, by ELFA President & CEO Ralph Petta. [Read more.](#)

### Executive Perspective

Leading with knowledge, by Fred Clough. [Read more.](#)

### Leasing Law

Republic Airways: Crash landing for SLV damages, by Stephen T. Whelan. [Read more.](#)

### Financial Watch

Implementing current expected credit losses, by Kyle Elken and Charlie Shannon. [Read more.](#)

## Federal Insight

Section 1071 moves to the regulatory agenda, by Andy Fishburn. [Read more.](#)

## Around the States

Draft regulations released for SB 1235, by Scott Riehl. [Read more.](#)

## DEPARTMENTS

- [ELFA News](#) - A roundup of events, resources and member news
- [Business Council Updates](#) - 5 minutes with the Service Provider Chair
- [Industry Dashboard](#) - The latest ELFA and Foundation data
- [Foundation News](#) - Begin your giving legacy, by Anneliese DeDiemar

*Members of the Equipment Leasing and Finance Association receive Equipment Leasing & Finance Magazine bimonthly. Please submit your questions and comments regarding the magazine to [EL&F@elfaonline.org](mailto:EL&F@elfaonline.org).*



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1625 Eye St NW, Suite 850 • Washington, DC 20006

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