

Telephone Collections Clinic

Tuesday, November 9, 2004

9:00 a.m. – 4:30 p.m. EST

League office, Louisville



This clinic is designed for collection department employees as well as lending officers and office management. No matter how long you've been in the business, you'll pick up valuable techniques and pointers.

Basic Fundamentals of Telephone Collection ☎ Fair Debt Collection Practices Act
☎ How to Improve Your Collection Department ☎ Top 12 Collection Tips
☎ The Working of Members Delinquent Accounts

Please bring a delinquent account from your credit union to be used as an exercise for collection training. Information surrounding the account is needed to complete a telephone call (due dates, phone numbers, copy of the credit application, etc.). The instructor will facilitate the interaction for the account conducted via speakerphone. (Don't worry about privacy or fair debt violations. We use first names only. All information will be kept confidential.)

Clinic trainer **Steve Peterson** is executive director and lead consultant for Collection Training Consultants. Steve's qualifications include 14 years as lead account representative for Mapother & Mapother Attorneys at Law. Steve has trained over 1000 individuals in all phases of telephone collections at the Mapother collection seminars in Louisville.

Educational Investment: **\$149** first person from credit union, **\$119** each additional

Registration Deadline: November 1, 2004

For overnight rooms, contact the League education department (ext. 238 or 203) for a list of area hotels.



Registration Form

The following employees from _____ Credit Union want to attend the November 9 Collections Clinic. Please hold space for:

- 1) _____ and 2) _____
3) _____ and 4) _____

Mail this registration with payment to:
Kentucky Credit Union League, 3615 Newburg Road, Louisville, KY 40218
phone 502-459-8023 or 800-333-5285, **fax** 502-459-0189, **email** Kycul@kycul.org