

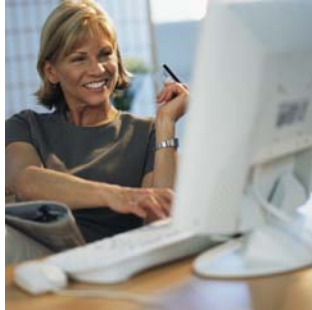
# Collection Best Practices

Certified by Singapore Association of Credit Management



Decide with Confidence

## COURSE OUTLINE



### Laying the Groundwork to Make Collection Efforts Produce Results

Sourcing vital information  
Debtors' information, debtors' assets: where and how to check  
Payment Experience Records  
Pre-collection preparation  
Documentation  
Effective words to open door  
Effective methods to reach Decision Maker  
The Dialogue  
Ways to develop tact  
Role play

### Telephone collection Workshop

(Using interactive Audio & Visual aids and participative session)  
Overcoming objections and recognizing excuses  
Handling problematic debtors  
Understanding Motivations: using positive and negative incentives for payments

Difference between a promise to pay and getting a commitment

### High-Lights of the legal Perspective in Debt Collection

Legal rights of priority creditors, secured creditors and general creditors  
Understanding the formation of companies and legal entities including LLPs and the legal implications in debt recovery  
Understanding the litigation processes  
Execution against goods  
Garnishee order and Attachment order  
Writs of Summons, Writ of Distress and Seizure and Sales  
Time Bar for legal proceeding

### Negotiating for a Out-of-Court Settlement

Before commencement of legal action  
After commencement of legal action  
After Court Judgment and even after execution of judgment

### Reporting and Convicting a Debtor of Criminal Offence

Cheating  
Breach of Contract  
Misappropriation  
Dishonesty – in receiving goods  
Conviction and disposal

### Alternative to Legal – The Collection Agent: advantages and disadvantages

## ABOUT THE TRAINER -

Mr George Goh, has more than 20 years of practical experiences in the areas of credit management, debt collection and credit insurance. He has worked with various organizations including Le Meridien Hotel, Transnational Group of Companies, Vikay Industrial Ltd and Dun & Bradstreet, to name but a few. His previous career also includes employment with Credit Information & Debt Collection Agencies: Dun & Bradstreet, providing credit reports, debt collection services including legal pursuits to recover debts all over the world. His work experiences in credit risks management expands even into the area of credit insurance coverage for companies to insure their most valuable current assets –the trade receivables and to use this credit enhancement and mitigation tool as collateral for financing arrangements with Financial Institutions as well as expansion of sales without unnecessary risks.

He is currently with a global professional firm with annual revenues of US\$13 billion and is one of the world's leading risk management consulting services firm.

George has served for 15 years on the Board of Management of the Singapore Association of Credit Management (SACM). Formerly was the Association's Hon. Secretary and Hon. Treasurer, he is still serving as an active council member, and Membership Chairman of the SACM's Board of Management.

A very hands-on, practical trainer, George has conducted numerous credit and collection seminars as well as privately held in the Southeast Asian regions.

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**Date:** 21 May 2008, 9am – 5pm  
**Venue:** Grand Park Plaza Hotel, City Hall

**Fee:** [ ] S\$360 for D&B Subscriber [ ] S\$440 for Non-subscriber  
(Includes materials, refreshments and lunch)

**EARLY BIRD – Fax in your registration before 20 April to receive a 10% off usual fee**  
**Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off usual fee**

**Fax the completed registration form to 6318 7832**

## Participant Profile

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**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

**Name 3:** \_\_\_\_\_ **Designation:** \_\_\_\_\_

**Email:** \_\_\_\_\_ **(DID):** \_\_\_\_\_

**Name of Company:** \_\_\_\_\_

**Address:** \_\_\_\_\_ **(S)** \_\_\_\_\_

**Telephone:** \_\_\_\_\_ **Fax:** \_\_\_\_\_

**Liaison Officer:** \_\_\_\_\_ **Designation:** \_\_\_\_\_

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