

Collection Best Practices

Certified by Singapore Association of Credit Management



Decide with Confidence

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: 24 April 2009, 9am – 5pm
Venue: NUSS Guild House, Suntec

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

EARLY BIRD – Fax in your registration before 23 Mar to receive a 10% off regular fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee

Fax the completed registration form to 6778 3853

Participant(s) Information

Name 1: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 2: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 3: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Company's Information

Name of Company: _____
Address: _____ **(Postal Code)** _____
Telephone: _____ **Fax:** _____
Liaison Officer: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Payment Information

[] D&B subscription units (Account no: _____)
[] * Cheque. *Please made payable to: Dun & Bradstreet (Singapore) Pte Ltd*
[] * VISA [] Mastercard [] Amex
Card no: _____ **Expiry date:** _____
Signature: _____ *(*GST applies for cheque & credit card payment)*

Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 7 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company.
4. D&B reserves the right to change venue due to unforeseen circumstances.