

Collection Best Practices

(Certified by Singapore Association of Credit Management)
By George Goh



Decide with Confidence

COURSE OUTLINE

LAYING THE GROUND WORK 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

HIGHLIGHTS OF THE LEGAL PERSPECTIVES 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

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

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 DISADVANTAGS

ABOUT THE TRAINER – MR GEORGE GOH

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: 20th January 2010, 9am – 5pm
Venue: Concorde Hotel Singapore (Formerly Le Meridien Orchard Singapore)

Fee: [] S\$395 for D&B Subscriber [] S\$480 for Non-subscriber
(Includes materials, refreshments and lunch)

- Approved for SDF Funding (eligibility criteria apply) – Applicable only for Cheque/GIRO payment
- Up to S\$4 per training hour SDF funding for SMEs (eligibility criteria apply)
- Up to S\$2 per training hour SDF funding (eligibility criteria apply)

EARLY BIRD – Fax in your registration before 20th December 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: _____)
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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 14 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.
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