

EFFECTIVE CREDIT CONTROL & DEBT COLLECTION



Trade with Confidence

Collecting debts is an ESSENTIAL part of any organization's existence. All personnel who are involved in debt collecting must be trained to assess the chance of recovery within the first few minutes into the conversation with the debtor. More importantly, to preserve a good business relationship, they must know by heart the diplomacy, tact and psychological concepts.

Legal action is often the last resort as it is not only costly but also time consuming.

Therefore, this is a very practical and highly valuable program that is aimed at imparting skills to help companies minimize bad debts and improve profits through the use of a simple collection tool - telephone.

Course Outline

- **Effective credit assessment & risk evaluation**
 - Assessing credit worthiness of individuals
 - Evaluating corporate risks
- **Credit information and investigation techniques**
- **Practical aspects of financials analysis in credit evaluation**
 - Types of financials statement and their limitations
 - Financial analysis techniques
 - Practical aspects
- **Understanding the factors influencing credit decisions and the pitfalls involved**
- **Developing effective collection systems & procedures**
- **The art of collecting debts through the phone**
 - Planning your strategy to get results
 - Making routine calls
 - Using the language of the trade
- **What went wrong – Useful lessons for staff involved in collection**
- **Highlights of the legal perspective in debt collection**
 - Legal rights of
 - Garnishee order
 - Writ of summon & sale
- **Negotiation for a settlement**
- **Collection tools and techniques**
 - Review of the Do's & Don'ts
 - Use of collection agencies
- **Laying the groundwork to make collection efforts produce results**
 - Sourcing vital information
 - Personality assessment
 - Documents review
 - Developing collection strategy
- **How to deal with delaying tactics & reduce credit exposure of difficult customers**
 - Types of delaying tactics often employed
 - Handling special situations
 - Collecting the payment: precautions to be taken
 - Third party intervention
- **Collecting from financially distressed debtors**
 - Identifying the potential delinquent accounts
 - Sizing the problem
 - Reaching a compromise
- **Reporting and convicting a debtor of a criminal offence**
 - Cheating
 - Breach of Trust
 - Misappropriation
 - Dishonesty – in receiving stolen goods
 - Conviction and disposal enquiries
- **Enforcement of judgment obtained**

Trainer Profile – Mr George Goh

George 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.

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Date: 22 May 2009, 9am – 5pm
Venue: Grand Plaza Park Hotel, City Hall

Fee: [] S\$380 for D&B Subscriber [] S\$460 for Non-subscriber
(Includes materials, refreshments and lunch)

EARLY BIRD – Fax in your registration before 12 April to receive a 10% off regular fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off regular fee
(Credit Association members also enjoy 10% off)

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):** _____

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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.
3. A complete set of materials will however be sent to you.
4. 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