



EFFECTIVE CREDIT MANAGEMENT & DEBT RECOVERY SEMINAR

October 20th, 2016

Bay Gardens Hotel, St. Lucia

9:00 am – 4:00 pm

Presenter: Mr. Grady Clarke

Join us to begin your road to recovery, identify risky customers, reduce bad debt and get paid faster!



AGENDA TOPICS

IMPORTANCE OF DATA SUBMISSIONS: Identify over extended borrowers. Improve your institution's ability to manage credit risk.

IMPLEMENTATION OF AN EFFECTIVE COLLECTION STRATEGY: How to develop a winning collection strategy. What accounts to work and when.

BAILIFFS: Effective use and management of bailiffs.

PROMPT REPORTING: Comprehensive on-line reporting that takes little time and impresses clients

Bonus Topics:

OECS CREDIT REPORTING BILL REVIEW
OECS CODE OF CONDUCT
OECS CREDIT BUREAU SET UP REVIEW

AGENDA TOPICS

HOW TO USE CREDIT BUREAU INFORMATION: Using the Internet to access credit bureau information to reduce the credit risk

EFFECTIVE ANALYSES: Using ratio's and comparative analyses. Credit Scoring – Credit References and Reports.

CUSTOMER SERVICE ISSUES: How to handle customer service issues to prevent them from ending up as bad debt

SPOTTING THE EARLY WARNING SIGNS: What signs to look for to receive early warning of potential debt recovery problems?

HOW TO GET PAID IN FULL: How to get the debtor to pay the account in full.

*Refreshments, lunch and all seminar materials are included
Please confirm your attendance early as space is limited*

Cancellation Policy

Registration fees will be refunded if a request is received no later than October 18th 2016. A 30% cancellation fee will be withheld. There will be no refunds after the deadline October 18th 2016.

ADMISSION \$275USD

SPECIAL RATES

Early Bird (per person) USD \$250.

Early Bird (group rate)- USD \$230 Per person

This offer ends October 12th, 2016