



# EFFECTIVE CREDIT MANAGEMENT & DEBT RECOVERY SEMINAR

February 16<sup>th</sup>, 2017

Bay Gardens Inn, 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 LAUNCH

## 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 February 15<sup>th</sup> 2017. A 30% cancellation fee will be withheld. There will be no refunds after the deadline February 15<sup>th</sup> 2017.*

**ADMISSION \$300 USD**

### SPECIAL RATES

**Early Bird (per person)** USD \$285.

**Early Bird (group rate)** - USD \$270 Per person

***This offer ends February 10th, 2017***