

EFFECTIVE COLLECTIONS

...MORE THAN A TELEPHONE CALL



This one day, interactive workshop will provide you with the skills, tools and knowledge to understand the most common causes of delinquency, identify opportunities and learn the most effective negotiation strategies. Discover best practice guidelines that can save time and get the results you want and need, while maintaining a professional, positive relationship with your members.

YOU WILL LEARN:

- Causes of delinquency
- How to identify opportunities
- Collection tools
- Action steps
- Collection methods
- Skip Tracing
- Repossession

MAY 27TH, 2015 • HILTON GARDEN INN, MISSISSAUGA

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WHO SHOULD ATTEND:

- Lending Officers who wish to refresh their collection skills
- New employees responsible for the collection of past due loans, lines of credit or mortgage accounts
- Supervisors or Managers responsible for delinquency control

FACILITATOR: BOB MOSEY

Bob Mosey is recognized by Ontario Credit Unions as a highly respected specialist in all areas of collections. He has over 35 years experience in all areas of retail lending and has a unique and professional approach to this topic. Bob has been instrumental in recovering millions of dollars for Ontario credit unions and has taught hundreds of retail lending and collection courses across Canada. Bob is a valued instructor at Professional Credit Granting School (PCG) held each summer at Wilfrid Laurier University, Waterloo Ontario.



LOCATION: Hilton Garden Inn Toronto Airport West
1870 Matheson Blvd.
Mississauga, ON L4W 0B3
Telephone: 905-361-6300

Contact the hotel directly if a room is required.

DATE: Wednesday, May 27th, 2015

TIME: 9:00 am to 4:30 pm

TO REGISTER

Return the completed form to:

Jan Hall, National Training Coordinator

Level Five Strategic Partners Inc.

27- 4444 Eastgate Parkway, Mississauga, ON L4W 4T6

Tel: 905-602-0644 Ext. 0 • Fax: 905-602-0063

REGISTRATION FEE + MEETING PACKAGE:

\$375.00 + HST = \$423.75 + 61.38 = \$485.13

Your registration fee includes:

Training material, continental breakfast, lunch and 2 nutrition breaks.

APPLY
FOR FUNDING
THROUGH THE
CANADA-ONTARIO
JOB GRANT
PROGRAM

REGISTRATION FORM – EFFECTIVE COLLECTIONS

Name: _____

Title: _____

Credit Union: _____

Address: _____

_____ Postal Code: _____

Telephone: _____ Fax: _____

Email: _____

Payment Enclosed in the amount of \$ _____

Cheque to Follow

Make cheque payable to Level Five Strategic Partners Inc.



www.levelfive.ca