

THE 'HOW-TO' COLLECTION SERIES



**CUPA
MEMBERSHIP
DISCOUNT
APPLIES!**

OCTOBER 7TH, 8TH AND 9TH, 2013

The '**How-To' Collection Series** workshops will provide credit union employees with the skills, tools and knowledge to effectively deal with delinquent accounts, Small Claims Court actions, Bankruptcy and Consumer Proposals.

- ✓ Discover the most common causes of delinquency, identify opportunities, and learn the most effective negotiation strategies.
- ✓ Uncover important strategies that can help strengthen your credit union's position when faced with potential loan, mortgage, line of credit or overdraft losses.
- ✓ Learn how your credit union can save money by using Small Claims Court to resolve serious collection related issues. Legislative changes effective January 1, 2010 have increased the monetary limit, and improved and simplified the rules and procedures for filing a claim.

**HOMEWOOD SUITES &
HAMPTON INN, TORONTO**

TLi

THE LEARNING INSTITUTE

a division of Level Five Strategic Partners Inc.

SESSION I

EFFECTIVE COLLECTIONS – MONDAY, OCTOBER 7TH, 2013

This one day, interactive workshop will provide employees with the skills, tools and knowledge to effectively deal with delinquent loans, mortgages, lines of credit and overdrafts. Take away best practice guidelines that will save time and get results you want and need while maintaining a professional, positive relationship with your members.

HERE IS WHAT THIS COURSE COVERS:

- Causes of Delinquency
- How to Identify Opportunities
- Collection Tools
- Action Steps
- Collection Methods
- Skip Tracing
- Repossession

WHO SHOULD ATTEND

New lenders, Lending Officers who require refresher training, collection officers or those responsible for collection follow-up, Supervisors and Managers. This course is excellent for cross-training purposes.

SESSION II

SMALL CLAIMS COURT – TUESDAY, OCTOBER 8TH, 2013

This one day session will provide credit union employees with a step by step 'How To' guide to successfully complete a Small Claims Court action. When faced with loan, mortgage, line of credit or unauthorized overdraft losses, Small Claims Court is your credit union's best and most cost effective method of recovery.

HERE IS WHAT THIS COURSE COVERS:

- About Small Claims Court
- Legislative Changes
- How to Issue a Claim
- The Defence Process
- Obtaining a Default Judgment
- Settlement Conference
- Motions and Trials
- Garnishments, Examinations and Writs of Seizure and Sale

SESSION III

BANKRUPTCY & CONSUMER PROPOSALS

– WEDNESDAY, OCTOBER 9TH, 2013

This one day session offers employees new and relevant information to stay compliant with bankruptcy and consumer proposal legislation. Learn how to effectively deal with a notice of bankruptcy or consumer proposal to get the best results for your credit union.

HERE IS WHAT THIS COURSE COVERS:

- Causes of Bankruptcy
- The Bankruptcy Act
- Filing a Proof of Claim
- Meeting of Creditors
- The Trustee – What is His/Her Role
- Realizing on Your Security
- Opposing a Discharge
- Inspectors

A Trustee will be a guest presenter in the Bankruptcy & Consumer Proposals Session.
Case Studies are included in each session.

WHO SHOULD ATTEND

These courses are a must attend for Collection Officers, Lending Officers, Credit Managers, Branch Managers, Loan Administrators and all other credit union staff involved in monitoring and/or the collection of past due accounts. The courses offer important cross training opportunities that can increase the breadth and depth of knowledge and skills and result in better credit decisions.

FACILITATOR: BOB MOSEY

Bob Mosey is recognized by Ontario credit unions as a highly respected specialist in all areas of collections including, but not limited to, Small Claims Court, Bankruptcy and Consumer Proposals. 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 presented hundreds of collection related courses and workshops across Canada. Bob is a consultant with Level Five and is a valued instructor and liaison for Professional Credit Granting School held each summer at Wilfrid Laurier University, Waterloo, Ontario.



THE 'HOW-TO' COLLECTION SERIES

DATES

SESSION I

Monday, October 7, 2013
Effective Collections
9:00 am to 4:30 pm

SESSION II

Tuesday, October 8, 2013
Small Claims Court
9:00 am to 4:30 pm

SESSION III

Wednesday, October 9, 2013
Bankruptcy & Consumer Proposals
9:00 am to 4:30 pm

REGISTRATION FEE + MEETING PACKAGE PER SESSION:

\$325.00 + HST = \$367.25 + \$50.00 + HST (\$6.50) = \$423.75

REGISTRATION FEE + MEETING PACKAGE 2 SESSIONS:

\$600.00 + HST = \$678.00 + \$100.00 + HST (\$13.00) = \$791.0

REGISTRATION FEE + MEETING PACKAGE 3 SESSIONS:

\$900.00 + HST = \$1,017.00 + \$150.00 + HST (\$19.50) = \$1,186.50

LOCATION

Homewood Suites & Hampton Inn
5515 Eglinton Avenue West
Toronto, ON M9C 5K5
Telephone: 416-646-3000
Rooms available at the corporate rate.

TO REGISTER

Return the completed registration form to:

Jan Hall, National Training Coordinator
Level Five Strategic Partners Inc.
27 – 4444 Eastgate Parkway, Mississauga, ON L4W 4T6
Telephone: 905-602-0644 Ext. 0
Fax: 905-602-0063

REGISTRATION FEE & MEETING PACKAGE INCLUDES:

Breakfast, lunch, 2 refreshment breaks each day,
Reference Guidebook, and Handout Material.

REGISTRATION FORM

SPACE IS LIMITED SO REGISTER EARLY TO SECURE YOUR SPOT!

Name _____

Credit Union _____

Job Title _____

Address _____

Postal Code _____ Telephone _____ Fax _____

Email Address _____

I will be attending session/s: Session 1 – Effective Collections Session 2 – Small Claims Court Session 3 – Bankruptcy & Consumer Proposal

Session 1, 2 or 3 plus Meeting Package – \$423.75

Any 2 sessions plus Meeting Package – \$791.00

All 3 sessions plus Meeting Package – \$1,186.50

Cheque enclosed \$ _____

Please make cheque payable to Level Five Strategic Partners Inc.



THE LEARNING INSTITUTE

a division of Level Five Strategic Partners Inc.

27 – 4444 Eastgate Parkway,
Mississauga, ON L4W 4T6
905-602-0644 • 1-888-311-3030
Fax: 905-602-0063 • www.levelfive.ca