

# Professional Debt Collection Techniques

“Learn the practical techniques on collecting your book debts”

## Objectives

By the end of the session, you would be able to:

- Understand the causes of bad debts so that you can prevent them
- Apply the correct strategies for collecting your debts at the different stages of delinquency
- Learn how easy it is to collect by writing the appropriate mailing letters
- Scrutinize the techniques of negotiation to work out a commitment that is realistic and practical
- Appreciate the importance of documents that will secure payments quickly and easily
- Act quickly on all delinquencies of accounts by maintaining a personal contact with debtors
- Use telephone tactics to obtain a firm commitment to pay or to follow up on promises made
- Aware of the many excuses frequently offered by the debtors

## Learning Methodology

The program will be delivered through a combination of Metaphoric and Learning-By-Doing approach, where as you will be simulating as a collector to go through each collection cycle. At each stage, the you will need to exercise the collection skills delivered and implement them to self-develop your level of skills.

Active learning activities are included to allow participants to engage actively in the learning process. The active learning activities are such as:

- Group discussions
- Case studies
- Case exercises
- Interactive storytelling
- Brainstorming

## Who Should Attend

Credit / Account Executives, Team Leaders, Officers, Clerks and anyone who be in the frontline of debt collection.

## Program Outline

### Module 1

Understand the causes of accounts turn uncollectable

### Module 2

The three stages of collection cycles – Early stage, Immediate stage, Final stage

### Module 3

Applying different collection strategies on each stage

### Module 4

Drafting effective collection letters and applying collection techniques by mail

### Module 5

Negotiation in debt collection – Understand the principles of good negotiator, avoid the common mistakes in negotiations, and implement the best negotiations strategies

### Module 6

Reviewing the collection documents – The importance of the collection documents

### Module 7

Maintaining personal contact with debtors – Why & How?

### Module 8

Techniques to improve telephone collections

### Module 9

Tools of monitoring collection calls

### Module 10

The problems encountered in collecting and how to solve them

### Module 11

Assuring the implementation of the collection techniques for long-term success

## The Expert Profile - Agee Lee

Agee Lee has more than 26 years of corporate experience, and including 19 years of training experience. He started his career as a trainee in Kwong Yik Bank and moving up to Branch Manager, Loan Manager managing Corporate and Commercial Loans, and finally as Head of Loan Recovery Division. During this employment as Head of Loan Recovery Division, he successfully led his team by bringing down the Non Performing Loans (NPLs) from RM1.9 billion to RM68 million.

After his stint from Kwong Yik Bank, he worked in a property development company, constructing a condominium and Nilai 3 for 2 years. He then worked 2 years in a construction company in Kota Kinabalu, Sabah, executing federal contracts on roads, schools and colleges. His last appointment was with Hong Leong Bank as Head of Remedial Management Department supervising NPLs of RM6 billion.

Besides his impressive career track records, Agee Lee is also active in charity. He was elected as the President of Kiwanis Club in 1987, and for his dedication and service to the community, was also awarded the Distinguished President of the Year Award for 1986 to 1987 by the Past-Presidents of the Kiwanis Club of Kuala Lumpur. He was the top fund raiser for several consecutive years, helping many under-privileged children to grow up healthy and reach their full physical and mental potential. He was then in the Board that nurtured the “Kiwanis Down Syndrome” in 1988.

Agee Lee is actively involved in training for the manufacturers, banks, professional institutions, property developers, construction companies and SMI. He specializes in the area of corporate strategic planning, ordinary business planning, operations of international trade & financing, banking, and finance & accounting.

Agee Lee holds Honours Degree in Economics (major in Business Administration) from the Universiti Malaya, as well as the Associate of Institute of Bankers (London), Diploma in Marketing Management (NPC) and Certificate in Financial Planning (MII). He was recently given AIBM from the Institut Bank Bank Malaysia, and certified professional trainer by Pembangunan Sumber Manusia Berhad (PSMB).



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## Workshop

\* Fees includes workshop materials, refreshment, lunch and certificate of attendance but excludes Bank charges & VAT per payment

| Session  | Date  | Venue  | Normal Fees                                   | Early Bird Deadline |
|----------|---|--|---|---------------------|
|          | <input type="checkbox"/> 29th-30th November 2010                | The Legend Hotel, Kuala Lumpur, Malaysia     | RM 1490                                       | 29th October 2010   |
| Discount | Early Bird Registration <input type="checkbox"/> 5%             |  |   |                     |
|          | Group Registration <input type="checkbox"/> 3 or more at 5% off | <input type="checkbox"/> 5 or more at 7% off | <input type="checkbox"/> 8 or more at 10% off |                     |

## Schedule

08:30 Registration  
 09:00 Workshop Begins  
 10:30 Coffee & Networking  
 10:45 Workshop Resumes  
 13:00 Networking Luncheon  
 14:00 Workshop Resumes  
 15:30 Coffee & Networking  
 15:45 Workshop Resumes  
 17:00 Workshop Ends

## Organization Details

Organization Name \_\_\_\_\_

Address \_\_\_\_\_

Tel \_\_\_\_\_ Fax \_\_\_\_\_

## Participant Details

| Name | Job Title | Email | Direct Line |
|------|-----------|-------|-------------|
| 1.   |           |       |             |
| 2.   |           |       |             |
| 3.   |           |       |             |

## The invoice should be directed to

Name \_\_\_\_\_ Job Title \_\_\_\_\_

Email \_\_\_\_\_ Direct Line \_\_\_\_\_

## Authorising Manager's Details

Name \_\_\_\_\_ Job Title \_\_\_\_\_

Email \_\_\_\_\_ Direct Line \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

\*The booking is invalid without a signature.

After complete this form,  
 please fax it to (603) 40235716

**CANCELLATION & SUBSTITUTIONS:** This registration may only be cancelled in writing not later than two weeks before the workshop begins. The booking may not be cancelled nor any fees refunded thereafter. A substitute may be named at any time before the workshop begins.

**HOTEL ACCOMMODATION:** Accommodation is not included in the workshop fees. Room Reservation can be made by delegates directly with the hotel. To enjoy privileged room rates, please contact the Hotel directly and state that you're attending an event organised by GIN (Global Intelligence Network).

The Legend Hotel, Kuala Lumpur  
 Tel: (603) 4042 9888  
 The Summit Hotel, Subang Jaya  
 Tel: (603) 8023 3000

**NOTE:** It may be necessary for reasons beyond control, to change the content and timing of the event, speaker(s) or venue. Every effort will be made to inform the participant of the change. Global Intelligence Network should not hold liable for any cost arising from this change.

**PAYMENTS:** An invoice will be sent upon receipt of your registration. Please note that full payment must be received prior to the event in order to be eligible for attending. Walk-in delegates with payment will be admitted on a space available basis. Payment may be made via cross cheque / bank draft / electronic transfer, made in favour of:

Global Intelligence Network (M) Sdn Bhd  
 268-2-1, Wisma Mutiara Genting,  
 Jalan Ayer Jerneh Off Jalan Genting Kelang,  
 53300 Setapak, Kuala Lumpur,  
 Malaysia.

Details for Telegraphic Transfer:  
 Bank: RHB Bank  
 Branch: Setapak, Kuala Lumpur  
 A/C No: 26405800003737  
 Swift Code: RHBBMYKL

For electronic transfer, Please email / fax your transaction slip to us as proof of payment.

