Calling All Collection and Lending Department Personnel!!

Simply the best seminar available in the field of COLLECTIONS is coming to West Virginia. Collection Training Consultants will teach:

- The Best Methods of Telephone Collections
- Skiptracing
- Negotiating Skills
- The Fair Debt Collection Practices Act
- Top Twelve Collection Tips
- How to Use the Internet in Collections
- Bankruptcy

Attendees are encouraged to bring some of their own actual delinquent accounts to the seminar. We will be reviewing these accounts extensively. It is an excellent training technique that sometimes produces some unexpected revenue. Attendees will need to bring all necessary information about the account, phone numbers, delinquent amounts, etc. (No problems with privacy....we use first names only.)

Who Should Attend?
This seminar is great for all collection department employees, as well as lenders and managers. It makes no difference how long you’ve been in the business . . . everyone will learn valuable tools to become better, more efficient collectors.
Collections Seminar  
September 20, 2011

Presenter — Steve Peterson

Steve Peterson is the Executive Director and lead consultant for Collection Training Consultants. His career began with Ford Motor Credit Company in 1977. After four years, he moved on to accept the position of Accounts Receivable Manager for a large midwestern retail chain. In 1988, Steve joined Mapother and Mapother Attorneys at Law as Lead Account Representative for 14 years. In 2002, Steve formed his own consulting company, Collection Training Consultants, where he has trained over 1000 individuals in all phases of telephone collection. Steve presented this workshop for WVBA in prior years and received a solid 5.0 on his evaluations on a scale of 1-5, with 5 being the highest.

Schedule
Workshop: 9:00 a.m. - 4:00 p.m. (Lunch provided)
Registration: 8:30 am (Continental breakfast provided)

If you require a sleeping room, please call the Days Hotel directly at 304-765-5055. Room temperatures vary, so please bring a sweater or light jacket for comfort. The hotel and conference center is located at Exit 67 on I-79.

Registration Cost: $245 Member  
$395 Non-Member  

Timing of your registration is critical. Seminars may be cancelled if there are not sufficient registrations; therefore, it is recommended that you register at least 10 days in advance.

Cancellation Policy: Full refund on or before 9/6/11  
$50 Cancellation fee after 9/6/11  
No refund after 9/15/11 or for no-shows. Substitutions are welcome.

Approved for 6.5 CPE credit hours with the WV Board of Accountancy

DRESS IS CASUAL

Register and pay online at www.wvbankers.org or fax your registration to (304)343-9749 and mail your check to:  
West Virginia Bankers Association  
120 Washington St. East, Charleston WV 25301

Name/Title ________________________________

Name/Title __________________________________

Name/Title __________________________________

Bank _______________________________________

Address ____________________________________

City, State, Zip _____________________________

Phone _________________________________ Email ___________________

For additional information, contact Donna Atkinson at (304)343-8838 or email datkinson@wvbankers.org.