

SBL Claimable



Dun & Bradstreet (D&B) Malaysia Sdn Bhd

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D&B Public Training Program

PRACTICAL DEBT COLLECTION

Date : 14th & 15th June 2010, 9.00 – 5.00
Venue : JW Marriott Hotel, Kuala Lumpur
Fee : RM1,288 per person



Course Highlights

Debt Collection is never a pleasant task. It can often be stressful and time consuming.

The current business and economic uncertainty has exposed the assets of many company to greater risks. Action must be taken immediately to check these risks.

What can the company do?

The obvious answers would be to prevent receivables from going bad by monitoring them closely. But at a time of business slowdown, it is inevitable that more than normal account will default, no matter how closely they are monitored and preventive actions taken. In such a situation then, more staff needs to be deployed to the collection and recovery task to minimize loss to the company. It is easy to assign staff to do collection works. But will they be effective? Obviously no. Unless they are to be equipped with the know-how to do it



Business
EDUCATION SERVICES

Dun & Bradstreet, a Global network and world leading provider of commercial credit. Apart from Business Education Services (BES) which provides Training and Seminar specializing in Credit Management Program, D&B offers an integrated set of business information which includes Credit Risk Management Services, Business Marketing Services, Receivables Management Services and Market Intelligent Services. Reduce your credit risks with the global information in D&B reports to make more informed decisions on your potential business transactions.

Course Objective :

- Be able to handle debt collection works, in particular handling difficult customers / situations

Course Highlights :

- The importance of managing receivables well – the high cost of slow collection of receivables
- Debt collection – whose responsibility is it? A paradigm shift required
- Classifying receivables
- Investigating and classifying problem / past due accounts
- Doing your homework – assessing the situation – developing the collection approach
- Writing collection letters that work
- Making the collection call
 - Through the telephone
 - The personal visit
- Using more aggressive tactics
- Dealing with difficult / abusive / threatening defaulting customers / debtors
- When the debt is uncollectible - options to consider
- When to resort to legal action – an overview of the legal recovery process
- When to use a Collection Agency / a professional Debt Collector – what is involved when using one

TRAINER'S PROFILE



Peter Fong is the Managing Director of SBF-Integrated Business Centre Sdn Bhd (IBC). Prior to this, he was the Assistant General Manager in a local Trading Company and has also held many positions with foreign and local financial institutions.

Peter has wide experience in credit control management. As Credit Manager and Loan Supervision Manager in the financial services industry, he was responsible for the developing strategies, implementing collection systems and plans for the attainment of the overall credit performance of the companies.

Peter is currently very actively involved in assisting SMI operators resolve their credit and financial problems. He regularly conducts courses for the SBF Group, Dun & Bradstreet, Federation of Manufactures Malaysia, Institute of Certified Public Accountants Singapore AsiaEduFinance (Indonesia) etc.

He also conduct training for SMIs and multinational companies like Intel, Hewlett Packard, Teradyne, Halliburton Asia Energy Sdn Bhd and local financial institutions including quasi-government institutions.

Peter is an Associate of the Chartered Institute of Bankers, London and an Associate Member of the Malaysian Institute of Management. He the approved PSMB trainer.

REGISTRATION FORM



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Kindly complete this form and fax it to (03) 7966 6868
or email it to seminar@dnb.com.my

Course Title **Practical Debt Collection**

Course Date **14th & 15th June 2010**

Duration: **2 days**

Venue **JW Marriott Hotel, Kuala Lumpur**

Company Details

Company Name _____

Office Address _____

Contact Person _____

Telephone (O) _____ (HP) _____

Email _____

Invoicing Details

Full Name _____

Designation _____

Billing Address
(if different from above) _____

Trainee Information

1
Name _____

Telephone (O) _____ (HP) _____

Email _____

Designation _____

2
Name _____

Telephone (O) _____ (HP) _____

Email _____

Course Fee

The investment includes lunch, refreshments and training material. Certificate of Attendance will be presented upon completion of course

Group Discounts : A group discounts of 5% for 2 or more participants registered at the same time from the same organization

Early Bird Discounts : 5% discounts entitlement for registration before 7th May 2010

Fee (per pax)	Discounted Fee	No. of Pax (s)	Total Fees (RM)
RM1,288			

Payment details

Invoice will be sent out upon confirmation of course. Payment required before commencement of course.

Payment Method (please select one):

- Cheque – please make payable to: Dun & Bradstreet (D&B) Malaysia Sdn Bhd

Bank: _____

Cheque No: _____

- Unit Deduction

Subscriber No: _____

No. of Units: _____

Registration Terms & Conditions

Registration forms must be completed and submitted before the commencement of the course

Substitution of participant(s) is allowed provided D&B is notified in writing with the name and designation of the new participant prior to the commencement of the programme.

Cancellation of registration by participant is subject to the followings :

Seven (7) working days and above prior to commencement, 10% of course fee will be charged as administration fee.

Less than seven (7) working days prior to the commencement, 50% of course fee will be charged.

Within (1) day or no notification is received by the commencement date, the full course fee will be charged.

Non-Attendance

If participant fails to attend a programme, a full course fee will be charged

Change of programme date, training facilitator or venue

D&B reserves the right to make alternative arrangements to the above without prior notice to participants. However, every effort will be made to inform the participant of the changes.

Additional Expenses

D&B shall not be responsible for any additional expenses incurred by any participant(s) in the course of attending the programme.

I, the undersigned, have read and understood the Registration Policy and accept the terms contained therein.

Name of Authorized person : _____

Designation : _____ Signature : _____

Company Stamp :