D&B Credit Management Course

DEBT COLLECTION
To Sue Or Not To Sue

Date: 23rd July 2009, 9:00am – 5:00pm
Venue: THE RITZ-CARLTON, Kuala Lumpur
Fee: RM790 per person

Who Should Attend

- All credit practitioners undertaking the credit functions in the organization
- Business Owners, Marketing and Sales Executives
- Credit Manager, Credit Control
- Executives are encouraged to attend.

In an ever-changing business environment, the liquidation of the company’s trade receivables efficiently and effectively is importance for the survivorship of the business.

To say that you have to collect the debt quickly is easier said then done. How do you persuade your customers to pay when they themselves are in financial difficulties? Is suing the customers going to get you the answers? Hardly.

Is there an alternative to suing? When should you sue your customers?

Attend this course to get some tips on how to collect your debts more effectively
Course highlights:

- Participants should be able to collect overdue debts more effectively and decide when to sue the customers

You will learn:

- Poor collection - impact on your business
- Who is responsible for it - a paradigm shift required
- Debt collection - what is involved
- Developing the right collection strategies
- Harassing your customers - some do’s and don’ts
- Resorting to resort to legal action – what is involved when to sue?
- Legal options - Bankruptcy, winding up, writ of seizure and sales etc...

Training methodology

- Lectures, discussions, exercises and real life case studies will extensively be used

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.
**REGISTRATION FORM**

Kindly complete this form and fax it to (03) 2080 6011 or email it to seminar@dnb.com.my

**Course Title**  
Debt Collection – To Sue Or Not To Sue

**Course Date**  
23rd July 2009  
Duration: 1 day

**Venue**  
THE RITZ-CARLTON, Kuala Lumpur

### Company Details

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### Trainee Information

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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 3rd July 2009.

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<th>Fee (per pax)</th>
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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: ___________________