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

**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.

**Course Highlights**

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

**Training Methodology**

- Lectures, discussions, exercises and real life case studies will extensively be used
DEBT COLLECTION
- To Sue Or Not To Sue

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…

The Trainer – Mr Peter Fong

Peter 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 is the approved trainer by the Pembangunan Sumber Manusia Berhad (PSMB)

Dun & Bradstreet (D&B) Malaysia Sdn Bhd Contact: 03-7966 6889 Fax: 03-7966 6868
# DEBT COLLECTION

**- To Sue Or Not To Sue**

**Date**: 17th May 2012  
**Duration**: 1-day

**Venue**: Riverside Majestic Hotel, Kuching

**Fee**:  
- [ ] RM 790 for D&B Subscriber  
- [ ] RM 890 for Non-subscriber  
(Include material, refreshments and lunch)

**EARLY BIRD** – Fax in your registration before 15th March 2012 to receive a 10% off usual fee

**GROUP REGISTRATION** – Send 2 or more participants to enjoy a 10% off usual fee

Fax the completed registration form to 03-7966 6868

## Company Information

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## Participant’s Profile

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## Payment Information

- [ ] D&B subscription units (Subscriber ID:_____________________

- [ ] * Cheque. Please made payable to: Dun & Bradstreet (D&B) Malaysia Sdn Bhd  
  Bank: Cheque No: _____________________

## Registration Terms & Conditions

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 20 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of event. A complete set of materials will however be sent to you.
3. For D&B subscribers opting to pay through D&B subscription units, deductions would be made upon receipt of completed registration form. In the event of any postponement/cancellation of seminar by D&B, or withdrawal from seminar by participant(s), unit deducted would not be credited. However, a replacement of seminar (of same value) would be given and to be utilized within 6 months.
4. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide full refund to registrants who have made cheque payment towards the event and such registrants shall have no claims against the company.
5. D&B shall not be responsible for any additional expenses incurred by any participant(s) in the course of attending the program.

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

Name of Authorized person :  ________________________________  
Designation : ___________________  Signature : _____________________  
Company Stamp :  