

THE NEW AGE: DEBT RECOVERY IN THE EMERGING MARKET

- 19 – 20 June 2012
- Renaissance Hotel, Kuala Lumpur

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By
30 MARCH 2012

» Why You Should Attend

Recent research conducted over the last twelve months, levels of debt amongst customers have risen dramatically, that customers are taking longer to pay and that the amount of debt being 'written off' is escalating. It is forecasted that the situation would worsen over the next twelve months.

The problem of increased debt is compounded by the growing business cost associated with collecting it. The number is believed to be increasing and from an organization's point of view, this would lead to a greater risk in extending any credit facilities.

Through this event, participants are able to understand the new methodology in debt collection.

» Who Should Attend

Senior Executives are responsible in planning and implementing debt management and credit recovery to improve cash flows including:

- CFO
- Chief Risk Officers
- Financial Controllers
- Head of Credit Collection
- Head of Account Receivables
- In-House Legal Counsels
- Head of Credit Management
- Head of Debt Management

From across many industries including: Debt Recovery Consultants, Banking & Finance, Telecommunications, Ut Electricity, Water, Gas, Government Agencies, Logistics and transportation, Law firms, Travel & Hospitality, F & B, Retail, Manufacturing, Construction, FMCG, Food & beverage, Insurance, Oil & Gas etc.

Jointly organized by EMP Asia & MECA



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POWER

Day 1 – 19 June 2012

8. 45am Registration / Opening

9.00am Keynote Address Bank Negara Malaysia

- Collaboration with debt collection agency can facilitate success

9.30am – 10.30am

Changes in the Debt Collection Industry and Practices

- Increased consumer debt and delinquency levels
- Debt collection in the emerging market
- Technology and debt collection
- Information collection and storage

- Bad debt hand-over policy
- Case studies on debt collection outsourcing

11.30am – 12.45pm

Strategic Debt Recovery & Insolvency

- Define key terms relevant to collection and recovery action
- Insolvency directions
- Debt recovery recommendations
- Developed strategies to assist in assessing the debt and compiling the required documentation

10.30am – 10.45am Morning Refreshment

10.45am – 11.30am

Insights into debt collection outsourcing

- Troubled loans: Better manage
- Limiting the impact of bad debts

12.45pm – 2.00pm Lunch Break

2.00pm – 5.00 Workshop (Choose 1)

Workshop 1: Tele – Etiquette

- To assist participants gain confidence in conducting a job-related conversation over the telephone
- To develop effective listening skills
- To acquire clear pronunciations and intonation
- To learn to be polite and tactful over the phone
- To be aware of how to handle complaints and difficult customers
- To plan and get the right message across

Workshop 2: Legal

- Understanding the mechanism of litigation
- Effective legal recovery strategies
- Court procedures – Effectiveness
- Using Section 218 of the Company Act 1965
- Impact & Usefulness of summary judgments
- Speedy Enforcement of judgments
- Credit database – debtors listings consequences

Workshop 3: Call Centre Setup

- Engaging into negotiation by knowing the objectives of the negotiation
- Overcoming excuses through listening and negotiating
- Recognising the negotiation ambience
- Using creative thinking to keep the negotiation progressing
- Winning the negotiation through strategic negotiation tactics

“54,147 complaints were filed by consumers accusing debt collectors of calling repeatedly “

“27,554 complaints were filed by consumers accusing debt collectors of falsely threatening to file a lawsuit”

“4,182 complaints were filed by consumers accusing debt collectors of using threats of violence”

“55.3% of collection and recovery professionals have seen the number of accounts falling overdue by between 1 and 3 months increase. 56.4% expect further increases in the coming year”

Day 2 – 20 June 2012

8. 45am Registration / Opening

9.00am – 10.00am

Transforming Debts into Cash Flow

- Understanding your customer or debtor
- Communicating with customers: The Art of Assertiveness
- Credit evaluation case studies

10.00am – 10.45 am

Turn Around an Underperforming Team

- Poor leadership skills
- Encourage courage
- Empowering your managers
- Communicate communicate communicate

10.45am – 11.00am Morning Refreshment

11.00am – 12.00pm

Debt Collection Litigation: Current Issues

- Evaluate and analyse the pitfalls of litigation
- The advantage of litigation process against the actual recovery
- Mechanism of civil litigation in Malaysia

12.00pm – 1.00pm

Credit Assessment Techniques

- Non Finance Indicators and Finance metrics
- Defining the underwriting gap
- The use of alternative data
- Implications for the subprime crisis: Intervention or Prevention

1.00pm – 2.00pm Lunch Break

2.00pm – 3.30pm Panel Discussion

2.00pm – 3.00 pm

Developing an understanding on cross border credit management

- Banking & Lending Economic Environment

- How credit management playing an integral part of supporting business in South East Asia
- Assessing the future key factors of the region credit management
- Best practices to suit the dynamics of South East Asian businesses

3.30pm – 3.45pm Evening Refreshment

3.45pm – 4.30pm

Tactical Approach to Debt Recovery (Workshop)

Throughout the global recession, the number of consumers and businesses falling into catastrophic debt has grown relentlessly. Though technical recovery may be underway in some countries, it is likely to be a long time yet before confidence returns or finances ease. There can be few businesses that have not seen their cash flow damaged and their list of debtors rise. Established patterns of payment and default are shifting, placing pressure on the credit management staff. To date, most credit management departments have looked to outsourcing as a tactical measure to address short-term challenges or to reduce their losses on hard-core debt. Hence, it is important to have effective credit management and debt recovery to ensure successful collection.

This course will help boost participants' approach and outlook at credit management and debt recovery.

- Utilising customer management skills in pursuing debts from the customers
- The use of advanced customer management approaches to manage reluctant debtors.
- The adoption of analytics based techniques and technologies to implement a risk-based approach to debt management.
- The use of flexible payment models to keep cash coming in and to prevent expensive escalation.
- Dispute handling, collections and enforcement

4.30pm Closing

“Individuals and companies are falling into debt, or finding themselves unable to service their existing debt, in increasing numbers. As the cost of collecting debt goes up and the value of debt being written off rises, companies will see revenues coming under increasing pressure,” Martin Kochman, Global Strategy Director”

» About The Speakers

Will update soon