



Overview

The Malaysia Department of Insolvency registered 217,577 of bankruptcy cases as of 31st May 2010 and 1619 of liquidation cases in 2010. According to The Federation of Malaysian Consumers Associations (FOMCA), cardholders owe a staggering RM24bil to issuers. Forty-one people are reported bankrupt every day and they're mostly credit cardholders.

What do these figures convey to any profit making organisation? Be careful to whom you give credit to – either individuals or companies, and do not sleep till you get your money back. A good credit control and collection delivers cash flow and financial strength. It also means that the job is only completed when the money is well-received in the bank.

Credit Control & Collections aims to impart practical implementation and the 'know-how' of best and proven credit management and collection techniques that will enable you to enhance your business profitability and reduce credit risk.

How are we different from other similar events?

Gathered from years of experience in the field, the trainer outlines the top 20 credit management errors

This course will unleash the power of persuasion in making your debtors pay

No other events bring you deeper into understanding the psychology of debtors

WHO SHOULD ATTEND?

Directors, Vice Presidents, Heads of Department, Senior Managers & Managers of:

- Credit Control
- Collection
- Account & Finance
- Financial Control
- Debt Recovery
- Account Receivable
- Billings
- Payment and Settlement
- Recovery Services
- Sales & Marketing

From:

- Banks & financial institutions
- Credit companies
- Telecommunication companies
- Hospitals
- Educational institutions
- Utilities including water, electricity, gas
- Municipalities
- Logistics & freight services

KEY HIGHLIGHTS

- Understanding the psychology of debtors
- Dealing with problematic clients and making them pay
- Employing different collections tactics for different situations
- Narrowing the collection turnover time
- What is missing in your credit policy?
- Motivating sales staff on credit issues
- Debt recovery prior to legal action
- Preventing and reducing bad debt