

# COLLECTIONS TRAINING SEMINAR

Seminar sponsored by ...  MAINE ASSOCIATION OF COMMUNITY BANKS

*This is an excellent seminar for all collection departments, lending officers and office management personnel regardless of your longevity in the business.*

*You will walk away with valuable tools to meet your collection goals!*

OCTOBER 6, 2009 — RAMADA INN, LEWISTON  
*Registration & Cost Information Form Attached*

## SEMINAR AGENDA

8:30am	Registration
9:00am -10:30am	Basic Fundamentals of Telephone Collection
10:30am - 10:45am	Break
10:45am - Noon	Basic Fundamentals (continued)
Noon - 1:00pm	Lunch
1:00pm - 2:00pm	Fair Debt Collection Practices Act
2:00pm - 3:00pm	How to Improve Your Collection Department Top 12 Collection Tips
3:00pm - 3:15pm	Break
3:15pm - 4:30pm	The Working of the Members Delinquent Accounts

*All attendees are asked to bring one of their own delinquent accounts to the session. Any problem account is fine. The attendees must bring all information surrounding the account (due dates, phone #'s, copy of credit app., etc.). We will work these accounts together as a group over a speakerphone. DON'T WORRY ABOUT PRIVACY OR FAIR DEBT VIOLATIONS — WE USE FIRST NAMES ONLY*

*Seminar presented by ...*



### **STEVE PETERSON, Collection Training Consultants**

Steve Peterson has over 30 years of experience in the field of collections. His career began with Ford Motor Credit Co. in 1977. After four years, he moved on to accept the position of Accounts Receivable Manager for a large Midwestern retail chain. In 1988, Steve joined Mapother & Mapother, Attorneys at Law where he was the lead Account Representative for 14 consecutive years. Bill Mapother and Steve developed and operated a collection school together and have trained well over 5,000 employees since 1991. In 2002, Steve formed his own consulting company called *Collection Training Consultants*. He conducts Telephone Collection Training Seminars for State Leagues and Associations as well as individual financial institutions and businesses.