



“HOW TO IMPROVE YOUR COLLECTIONS DEPARTMENT”

~ A Full Day Workshop ~

March 2, 2012 • Holiday Inn Downtown, Helena

Presented By: Steve Peterson, Collection Training Consultants

HOW TO IMPROVE YOUR COLLECTIONS DEPARTMENT

CALLING ALL COLLECTION AND LENDING DEPARTMENT PERSONNEL!!!

Simply the best seminar available in the field of **COLLECTIONS** is coming to town.

Collection Training Consultants will be conducting a full day training program for the Montana Bankers Association.

Attendees will learn:

- ◆ The Best Methods of Telephone Collections
- ◆ Skiptracing
- ◆ Negotiating Skills
- ◆ THE FAIR DEBT COLLECTION PRACTICES ACT
- ◆ Top Twelve Collection Tips
- ◆ How To Use The Internet in Collections
- ◆ How To Handle Bankruptcy In Collections

WHO SHOULD ATTEND? This seminar is excellent for all experience levels of collections and lending officers. Don't miss this one!

Attendees are also encouraged to bring some of their own actual delinquent accounts to the seminar. We will be discussing these accounts as a group. It is an excellent training technique that sometimes produces unexpected revenue. (No problems with privacy...we use first names only).

For questions or additional information, please contact the Montana Bankers Association at 800/541-5126 or pam@montanabankers.com



**MONTANA
BANKERS
ASSOCIATION**
Leadership & Advocacy Since 1904

March 2, 2012

Holiday Inn Downtown
22 N. Last Chance Gulch
Helena, MT
406/443-2200

Schedule

Registration 8:30 a.m.
Seminar 9:00 a.m.
Lunch Noon
Seminar 1:00 p.m.
Adjourn 3:00 p.m.

Seminar Instructor

Steve Peterson, Collection Training Consultants,

Registration Form

Yes, I want to attend “How to Improve My Collections Department”

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Bank/Firm Name _____ Phone _____ Fax _____

Address _____ City/State/Zip _____

List Registrant(s) _____

Name, Title

E-mail

Name, Title

E-mail

Registration Fee

- MBA Member.....\$175
- *MBA Additional Member.....\$150
- Non- Member.....\$350
- *Additional Non-Member.....\$300

***Additional Member - Attending from the Same Bank, in the Same City**

Payment

- Check, Payable to **Montana Bankers Association**
- Bill me

MasterCard/Visa/American Express/Discover ~

Available only with your online registration

Three Ways to Register:

FAX: Complete form and fax to 406/443-7850

MAIL: Complete form and mail to Montana Bankers Association,
1 N Last Chance Gulch, Ste. 4, Helena, MT 59601

ONLINE: Visit www.montanabankers.com (Education)

Hotel Reservations

Call 406/443-2200 to make your hotel reservations at the Holiday Inn Downtown 22 N. Last Chance Gulch, Helena.

Mention the MBA Collections Seminar to get our special discounted rate.

Hotel Reservation Deadlines

Holiday Inn Downtown, Helena - Wednesday, February 9, 2012

Cancellation Deadlines

February 22, 2012 is the deadline for full registration refund.

If cancellation is after February 22, 2012, a \$50.00 fee will be assessed.

THE MBA GUARANTEE

MBA guarantees the “How to Improve Your Collections Department” Seminar will meet or exceed your expectations. If it doesn’t, simply let us know and we’ll refund your full registration fee – no questions asked!

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Montana Bankers Association at 800/541-5126 or pam@montanabankers.com