

# LENDING & COLLECTIONS ACADEMY

LAS VEGAS, NV | DECEMBER 2 – 5, 2019

## MONDAY, DECEMBER 2

8:30 - 9:15 am	Welcome & Overview
9:15 - 10:30 am	Our Philosophy
10:30 - 10:45 am	Morning Break
10:45 - 11:15 am	Industry Trends - Credit Union Growth, Loans and Delinquency
11:15 - 12:30 pm	A Look at Financials - Everything Follows Loans
12:30 - 1:30 pm	Lunch
1:30 - 2:30 pm	Benchmarking and Ethics
2:30 - 2:45 pm	Afternoon Break
2:45 - 4:30 pm	Strategies to Grow Loans and Yield

## TUESDAY, DECEMBER 3

8:30 - 10:30 pm	Evaluating the Credit Report and How to Interpret Score Codes
10:30 - 10:45 am	Morning Break
10:45 - 11:30 am	How Collectors Can Use the Credit Report to Find Solutions
11:30 – 12:30 pm	Loan Examples - How to Identify the Direction of the Score to Make More Loans
12:30 - 1:30 pm	Lunch
1:30 - 2:30 pm	Understanding Key Ratios
2:30 - 2:45 pm	Afternoon Break
2:45 - 4:30 pm	Decision Making

## WEDNESDAY, DECEMBER 4

8:30 - 10:30 am	The Art of the Interview
10:30 - 10:45 am	Morning Break
10:45 - 12:30 pm	Positioning your Loan for Success (Closing the Loan)
12:30 - 1:30 pm	Lunch
1:30 - 2:30 pm	Communication Skills to Improve Collection Efforts
2:30 - 2:45 pm	Afternoon Break
2:45 - 4:30 pm	Fundamental Steps to Sales Success to Shorten Your Recovery Cycle

## THURSDAY, DECEMBER 5

8:30 - 10:30 am	Repossessions & Back End Recovery
10:30 - 10:45 am	Morning Break
10:45 - 12:30 pm	Bankruptcy
12:30 - 1:30 pm	Lunch
1:30 - 2:30 pm	Bankruptcy and How We Can Help Members with Loans
2:30 - 4:30 pm	Understanding Bankruptcy & Why the Credit Union Should Go to Court
3:30 - 4:30 pm	Closing Session, Q & A

