



Roundtable discussions are a great opportunity to review, discuss, question and learn best practices with credit professionals of countless experience and backgrounds, across various industries and company sizes. It is a great opportunity to network with other credit professionals that you can later reach out to regarding the roundtable discussion or other related credit processes or circumstances. They are equally beneficial to both the newer and the more experienced.

–Chuck Levy, CCE
Credit Manager
Fabick CAT

2017 Ohio September Breakfast Roundtable Discussion

ESCALATING COLLECTION EFFORTS WITHOUT OFFENDING THE DEBTOR

Moderator: *Kent Smith, CBA, CICP, Bundy Baking Solutions*

- How much time is allotted for the initial contact?
- What type of correspondence is used on the initial contact?
- How much time is allotted for your second contact and what type of communication do you use at this point?
- Who if anyone is brought into the mix?
- How do you get closure without putting the customer on the defensive?

Wednesday, September 20

8:30 a.m. – 10:30 a.m.

Location:

Star Leasing Company
4080 Business Park Drive
Columbus, OH 43204

Cost per Meeting

\$25 members, \$50 non-members. One coupon per person is valid. Breakfast included.

Attendance at this roundtable discussion is worth .2 Continuing Education Units/CCE Recertification points

Name _____ Designation(s) _____ Member# _____
Please write your name as you would like it to appear on your name badge.

Company _____ Address _____

City _____ State _____ Zip _____ Phone _____ Fax _____

E-Mail _____ Mobile _____ Do you accept text messages? Yes No

Online registration is available on www.nacmgreatlakesregion.com

- Check enclosed**—(payable to NACM Connect) mail to: 3005 Tollview Drive, Rolling Meadows, IL 60008
- Please invoice me:**
 Credit card—Pay by phone upon receipt of invoice: 1.800.935.6226
 Check—Mail upon receipt of invoice.
- Coupon—Limit one coupon per person.**



All payments must be received one week prior to meeting date.

Cancellation Policy: Cancellations must be received in writing via fax, email or mail no later than one week prior to the meeting date to qualify for a full refund. Cancellations received later than one week prior to the meeting date DO NOT qualify for a refund of registration fees. Sorry, phone cancellations cannot be honored. If you have any questions, please email info@nacmconnect.org.

Email this form to registration@nacmconnect.org. You will be invoiced shortly.