



2019 Consumer Collection 4-Part Webinar Series

This series will provide the broad knowledge needed to make informed, effective decisions about the legalities, compliance issues, and best practices for consumer debt collections.

Pick and choose the session(s) that best meet your training needs or purchase the entire series and Save 10%!

If you have borrowers at risk of default, this series is for you. When a loan becomes delinquent, it is important for loan officers and loss-mitigation specialists to understand all available mitigation options. Whether it's the early stages of a delinquent loan with a cooperative borrower or a bankruptcy notice, this series will provide the knowledge needed to make informed, effective decisions about the best approach and how to avoid the liabilities inherent in the collection process.

Consumer Collection Series Topics

- Your Borrower Filed Bankruptcy, Now What?
- Repossession Practices, Compliance & Limitations
- Effective Debt Collection Techniques & Strategies
- 20 Common Mistakes in Consumer Collections

Session Dates & Descriptions

Thursday, April 18, 2019; 1:00 – 2:30 p.m.
Your Borrower Filed Bankruptcy, Now What?
Elizabeth Fast, Spencer Fane LLP

This is the day every lender dreads – the day you receive notice that your borrower filed bankruptcy. Now what? For a lender, the consumer bankruptcy process is complicated, time-consuming, and expensive. Many lenders waste time and money handling bankruptcies because they don't understand the available options. This webinar will explain the actions that must be taken to protect your financial institution's interests, and the actions that are prohibited. It will focus on the basics, but will also address more advanced bankruptcy concepts such as fraudulent transfers, preference payments, cram-downs, and reaffirmation agreements.

Tuesday, May 21, 2019; 1:00 – 2:30 p.m.
Repossession Practices, Compliance & Limitations
Elizabeth Fast, Spencer Fane LLP

No lender likes to do repossessions, but it may be the only way to collect on a loan. Making a mistake in the repossession process can result in losing the right to pursue the debtor for a deficiency and cause substantial damage to your institution. This webinar will explain all aspects of the repossession process regarding non-real estate collateral, starting with the decision to repossess and ending with the disposition of the collateral at a private or public sale. Learn the steps to properly repossess and dispose of collateral under UCC Article 9.

Wednesday, June 19, 2019; 1:00 – 2:30 p.m.
Effective Debt Collection Techniques & Strategies
David A. Reed, Reed & Jolly, PLLC

In today's lending environment your institution must be able to merge traditional collection methodologies with innovative communication techniques to create the most effective recovery process possible. Much has happened over the last few years that directly impacts your collections department. From improving collection calls to using the full potential of emerging technologies, this informative session will sharpen your collection skills and better position you to assist troubled borrowers and maximize recovery.

Tuesday, July 30, 2019; 1:00 – 2:30 p.m.
20 Common Mistakes in Consumer Collections
Elizabeth Fast, Spencer Fane LLP

Consumer debt collection remains a major source of complaints, lawsuits, and enforcement actions against financial institutions. There are numerous debt collection laws and regulations – and numerous opportunities for errors. Borrowers, their attorneys, and regulators are closely monitoring collection practices. Therefore, it's important to understand and implement proper collection procedures to avoid liability. This webinar will explain the most common consumer collection mistakes and how to reduce your institution's liability risk.

100% Satisfaction Guarantee and Convenient!

Listen to the webinar via your: iPad, iPhone, or Android

Instructions will be emailed with the webinar link.

Note: All materials are subject to copyright. Transmission, retransmission, or republishing this webinar to other institutions or those not employed by your financial institution is prohibited. Print materials may be copied for eligible participants only.

Three Registration Options

1. Live Webinar – The **live webinar** option allows you to have **one internet connection from a single computer terminal**. You may have as many people as you like listen and watch from your office computer. Registrants receive a website address and passcode that allows entrance to the seminar. The session will be approximately 90 minutes, including question and answer sessions. Seminar materials, including instructions, passcode, and handouts will be emailed prior to the broadcast. You will need the most-current version of Adobe Reader available free at www.adobe.com.

2. RECORDED WEBINAR and FREE DIGITAL DOWNLOAD – Can't attend the live webinar? This option provides a recording of the live event, including audio, visuals, and handouts. We even provide the presenter's email address for follow-up questions. You will receive an email with the recorded webinar link, which can be viewed anytime 24/7, beginning 6 business days **after** the webinar. You will also receive instruction on how to download a **free digital copy** of the webinar to your PC, which you may keep and use indefinitely. The recorded webinar may **ONLY** be ordered for 6 months following the live webinar. In addition, the download must be completed within 6 months of the live webinar date.

3. BOTH LIVE WEBINAR, RECORDED WEBINAR, and FREE DIGITAL DOWNLOAD – Options 1 and 2 described above.

Registration Form

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	Live Webinar/ Series	Recorded and Free Digital Download/ Series	ALL–Live Webinar, Recorded Webinar and Digital Download/Series
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Non-Members	\$295/\$1,062	\$295/\$1,062	\$365/\$1,314

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