

2009 CUNA Collections & Bankruptcy School: Advanced
October 4-8, 2009 ▪ Las Vegas, NV

Sunday	Monday	Tuesday	Wednesday	Thursday
<p>3:30-4:00 p.m. <i>Registration</i></p> <p>4:00- 5:00 p.m. <i>Networking Hour</i></p>	<p>8:00-8:30 a.m. <i>Welcome & Orientation</i></p> <p>9:00 a.m.-Noon The Economy & How it Impacts the Collection Department</p>	<p>8:30-11:30 a.m. Best Practices Roundtable Discussions</p>	<p>8:30-11:30 a.m. Reaffirmations</p>	<p>8:30-11:30 a.m. Fair Credit Reporting Act</p>
	<p>Noon-1:00 p.m. <i>Networking Lunch Provided</i></p>	<p>11:30 a.m.-1:00 p.m. <i>Lunch on Your Own</i></p>		
	<p>1:00-4:00 p.m. Financial Counseling Techniques for Collection Staff</p>	<p>1:00-3:30 p.m. Collection Reports, Policies & Procedures</p>	<p>1:00-2:30 p.m. Mortgage Crisis & Bankruptcy</p> <p>2:45-4:00 p.m. Relationships with Third Party Collectors</p>	<p>1:00-3:30 p.m. Managing Stress & the Role of Organizational Skills</p> <p>3:30-3:45 p.m. Wrap-Up</p> <p><i>Have a Safe Trip Home!</i></p>

Schedule is subject to change.

Revised 12/24/08

FOR MORE INFORMATION

Visit training.cuna.org and choose *Schools & Conferences*.

PROGRAM CONTENT:

E-MAIL: training@cuna.coop
CALL: 800-356-9655, ext. 4249

REGISTRATION INFORMATION:

E-MAIL: reginfo@cuna.coop
CALL: 800-356-9655, ext. 4400

