



New feature in 2019!!
Live Feed of the Trainer
 to provide a more engaging experience!

FCN University was created to provide training opportunities to our client family utilizing today's web-based technology. FCN trainers are some of the best in the industry and are in demand! As a client, you get the benefit of their talents just by signing up and logging in.

It's easy and FREE!

| Scheduled Date and Time | Topic and Description |
|--------------------------------|---|
| 11 January • 2 p.m. | What you need to know about the TCPA TCPA stands for Telephone Consumer Protection Act. Do you know what your responsibilities are? Can you legally call cell phones without consent? What does consent entail? In this session you'll learn what the law says. |
| 5 February • 10 a.m. | Building a Winning Team* We Rock! And we want to teach you our ways! Join this session to learn the magic behind our amazing team! |
| 19 March • 2 p.m. | The Life and Times of an FCN Account What happens to our account once it gets loaded into the FCN system? What are the processes we have in place? Join the session to learn about the life and times of an FCN account. |
| 16 April • 10 a.m. | What's All the Confusion with Credit Reporting? Can we? Can't we? Learn in this session what types of debt are credit reported and what information we need to submit accounts to the BIG 3 credit bureaus (Trans Union, Equifax and Experian). |
| 14 May • 2 p.m. | Converting Disputes into Resolutions Converting disputes into money is part of our expertise. Over our many years of experience, we've learned active listening skills. If you want to learn more, sign up for this session. |
| 11 June • 10 a.m. | Dealing With Challenging Consumers If you don't have any challenging consumers, don't sign up. If you do, this session is for you! |

| Scheduled Date and Time | Topic and Description |
|---------------------------------|---|
| 11 July • 2 p.m. | Commercial Collections vs Consumer Collections Did you know we don't have to follow FDCPA for business accounts? Learn this and much more in this session! |
| 13 August • 10 a.m. | Collecting Within the Law (Session I) This is the most popular FCN University Webinar series! In Session I you'll learn... When can I legally contact a consumer (time & day)? What happens when a consumer is represented by an attorney; and Can I leave a message on an answering machine for the consumer? |
| 20 August • 10 a.m. | Collecting Within the Law (Session II) In Session II you'll learn...Can a creditor deny services to a consumer if the consumer refuses to provide their SSN? Is it legal to phone a third party to acquire location information on a consumer? Are you limited to seeking payment only from the person named as financially responsible? |
| 27 August • 10 a.m. | Collecting Within the Law (Session III) In Session III you'll learn...Is it necessary for a creditor to immediately report payments to their collection agency? Are there requirements for a creditor to accept payment on a bankrupt account? Is a creditor required to "recall" an account from collections upon request of the consumer? |
| 10 September • 2 p.m. | Exceptional Customer Service You can't tempt a bee without honey! Come and learn the importance of customer service and how it can make you money! |
| 8 October • 10 a.m. | The Needs of the Consumer* Learn the collection activity that may be applicable to your accounts: reasons communication may be restricted, information that makes the collection process effective and more! |
| 5 November • 10 a.m. | When Legal Resolution is the Only Solution It really is our last resort, so come and learn when we utilize legal treatment for your accounts. |
| 10 December • 2 p.m. | Help Us, Help You—Securing Information that Matters! Come to this session to find out what's the most important information you need to provide FCN with in order to help us collect top dollar. |

**Denotes a newly developed offering for 2019!*

Watch for email notifications with registration information a week prior to each class.

Can't attend? No worries - we have many of our sessions recorded - just ask!

Call us for more information at 800-540-9011 or email Venita Jourdan at vjour@fcnnetwork.com