

"An investment in knowledge pays the best interest."

-Benjamin Franklin

2018 Schedule



With FCN University the investment is just your time,
because the sharing of knowledge is free!

Financial Credit Network feels very strongly about client education. 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 it's FREE!

Topic

Scheduled Date

What you need to know about the TCPA (Telephone Consumer Protection Act)	January 11 • 2 p.m.
Roadmap to Reporting and Documents 101	February 8 • 10 a.m.
(An explanation of FCN's reports and documents requiring action)	
The Life and Times of an FCN Account	March 8 • 2 p.m.
New FCN Website Resources!* And Tips and Tricks of Client View Web Portal	April 12 • 10 a.m.
Converting Disputes into Resolutions	May 17 • 2 p.m.
Dealing With Challenging Consumers*	June 21 • 10 a.m.
Identity Theft.....	July 19 • 2 p.m.
Collecting Within the Law (Session I) ⁺	August 9 • 10 a.m.
Collecting Within the Law (Session II) ⁺	August 16 • 10 a.m.
Collecting Within the Law (Session III) ⁺	August 23 • 10 a.m.
Exceptional Customer Service ⁺	September 13 • 2 p.m.
Help Us, Help You—Securing Information that Matters!*	October 11 • 10 a.m.
Is Legal Action Really Necessary? - Part 1*	November 8 • 10 a.m.
Is Legal Action Really Necessary? - Part 2*	November 15 • 10 a.m.
Tips and Tricks of Client View Web Portal	December 13 • 2 p.m.

*Denotes a newly developed offering! ⁺Classes approved for CMRTA CRO credits/units

Space is limited so mark your calendars today!

Watch for email notifications with registration information a week prior to each class. If you are unable to attend a session, please contact our office - we have some new options this year!

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

