



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!



Date and Time	Topic and Description
January 16 • 2 p.m. JANUARY	Dealing with Challenging Consumers If you don't have any challenging consumers, there's no need to sign up for this one... BUT if you do, this session is for you!
February 13 • 10 a.m. FEBRUARY	Bankruptcy 101* Bankruptcy is a sensitive topic for both consumer and client. Explore the different chapters available to consumers including non-discard-able debt. Learn the basics to navigate bankruptcy requirements to ensure compliance of the automatic stay.
March 12 • 2 p.m. MARCH	The Life and Times of an FCN Account What happens to your 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.
April 14 • 10 a.m. APRIL	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!
May 14 • 2 p.m. MAY	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.
June 18 • 10 a.m. JUNE	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).

*Denotes a newly developed offering for 2020!

Date and Time	Topic and Description
July 9, 16 and 23 • 2 p.m. JULY	Negotiating with Purpose * Session I: What is negotiation? You will learn the stages of negotiation and our successful negotiation process. Session II: You will learn both negotiation concepts as well as the psychology of negotiations. Session III: The three things you will learn are: communication in negotiation; obstacles when negotiating and winning in negotiation.
August 6, 13 and 20 • 10 a.m. AUGUST	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? Session II: In this session 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? 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?
September 10 • 2 p.m. SEPTEMBER	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!
October 8 • 10 a.m. OCTOBER	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!
November 12 • 10 a.m. NOVEMBER	When Legal is the Only Solution It really is our last resort, so come and learn when we utilize legal treatment for your accounts.
December 10 • 2 p.m. DECEMBER	Myth Busting & Other Valuable Information* You can't believe everything you read! We are going to bust some myths regarding time barred debt, payment plans, speaking to a spouse and validation of the debt - and much more!

**Denotes a newly developed offering for 2020!*

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

CAN'T ATTEND?

No worries! Check out the recording on our website!

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