



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 & Time	Topic & Description
<p>January January 21 • 2 p.m.</p>	<p>*Navigating Courts & Processes Via Zoom Thank goodness for eFilings during the pandemic! FCN has captured the many changes and will help you understand and navigate the "new norm" in the judicial system during COVID-19.</p>
<p>February February 11 • 2 p.m.</p>	<p>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.</p>
<p>March March 11 • 10 a.m.</p>	<p>What is all the Confusion About 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).</p>
<p>April April 22 • 2 p.m.</p>	<p>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!</p>
<p>May May 13 • 2 p.m.</p>	<p>Dealing with Challenging Customers 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!</p>

**Denotes a newly developed offering for 2021!*

<p>June June 10 • 2 p.m.</p>	<p>*Benefits of True Partnership (help us, help you) 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.</p>
<p>July July 8, 15, & 22 • 2 p.m.</p>	<p>Collecting Within the Law <i>This is the most popular FCN University Webinar series!</i> Session I: 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, and 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, and is a creditor required to "recall" an account from collections upon request of the consumer?</p>
<p>August August 12 • 10 a.m.</p>	<p>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, validation of the debt - and much more!</p>
<p>September Sept 9, 16, & 23 • 2 p.m.</p>	<p>Negotiating with Purpose Session I: What is negotiation? In this first session we will learn the stages of negotiation and FCN's successful negotiation process. Session II: We will learn both negotiation concepts as well as the psychology of negotiations. Session III: In this final session we will learn about communication in negotiation; obstacles when negotiating, and winning in negotiation.</p>
<p>October October 7 • 2 p.m.</p>	<p>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!</p>
<p>November November 11 • 2 p.m.</p>	<p>When Legal is the Only Resolution It really is our last resort, so come and learn when we utilize legal treatment for your accounts.</p>
<p>December December 9 • 2 p.m.</p>	<p>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.</p>

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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

