

2024 SCHEDULE

jan 11	<p>What Was and What's to Come</p> <p>Join us as we recap 2023's legislative and collection industry changes and look to what's coming in 2024.</p>	2:00 PM
feb 8	<p>Contracts Can Make or Break Our Efforts!</p> <p>Recovery starts with the frontline. We'll walk through key elements to include in your contract with consumers.</p>	2:00 PM
mar 14	<p>Inside Out with Our Collection Supervisors</p> <p>We are excited about this new webinar! Listen in as we interview our collection supervisors to discover how they handle day to day collections and how their insights might apply to your business!</p>	2:00 PM
apr 11	<p>Navigating the Complexities of Collection Laws</p> <p>Prepare your collection staff for rules to follow while collecting on accounts.</p>	2:00 PM
may 9	<p>Documents 101</p> <p>Ever wonder why you received a document from FCN? We will take the time to review our standard forms/requests and discuss why and what we need from you.</p>	2:00 PM
jun 13	<p>Legal Forms 101</p> <p>Legal Supervisor Josie Navarrete will walk through how to complete legal authorizations, declarations, and creditor claims.</p>	2:00 PM
jul 11	<p>Bankruptcy 101</p> <p>Learn how bankruptcy in the United States seeks to benefit consumers and creditors. Become familiar with the most common chapters, non-dischargeable debt, and automatic stay.</p>	2:00 PM
aug 8	<p>Let's Take It Back Now, Ya'll!</p> <p>In many organizations, call handling has become too complicated. In this session, we will discuss greeting the consumer, being an active listener, and managing objections and emotions.</p>	2:00 PM
sep 12	<p>A Win is a Win</p> <p>Winning comes in all different forms. Payment in full, partial payment, postdated payments, and payment plans. Let's explore how to create a win.</p>	2:00 PM
oct 10	<p>Glimpse into our Magic Bag of Tricks</p> <p>Explore the tools we use to help us to be successful in recovery efforts.</p>	2:00 PM
nov 14	<p>Bulldozing Disputes</p> <p>Disputes are simply excuses for consumers. Be ready to bulldoze those disputes to move towards resolving the balance.</p>	2:00 PM
dec 12	<p>Myth Busting 2024!</p> <p>In this final session of 2024, we will do some myth-busting and review other valuable information from the year.</p>	2:00 PM