



EFFECTIVE  
**DEBT  
COLLECTIONS  
TECHNIQUES**

**Workshop**

**October 13 & 14, 2020  
8:30AM - 4:30PM Daily**

**Exclusively Online!**

## **COURSE DESCRIPTION**

Participants are expected to acquire knowledge for development of the necessary skills for efficient and effective collection of outstanding amounts on customer accounts. Each participant will be able to use the information gained to improve his/her ability to handle collection situations and make appropriate responses.

## **TARGET AUDIENCE**

- Accounts Receivable clerks
- Small business owners
- Accounting clerks
- Any other person who is responsible for collection within organisations

## **OBJECTIVES**

- Understand the significance of credit in the business cycle
- Gain an in-depth understanding of the accounts receivable process as part of the overall credit/financial management function
- Develop, improve, sharpen their grasp of generally used collection and skip tracing techniques
- Become proficient in handling disputes and objections from current and delinquent customers
- Recognize the value of an effective and efficient credit and collections process.
- Understand the role of customer service in debt management

## **COURSE CONTENT**

The workshop is designed to expand the knowledge base and skill range of collections staff and will include the following topics :

- Overview of Accounts Receivable Management
- Relationship Management, Customer Service and the Credit Process
- Assessing the Collection/Customer Situation
- Collection and Skip Tracing Techniques
- Handling Delinquent Accounts
- Handling Disputes and Objections Effectively
- Effective Portfolio Management
- Practice Activities (Eg. Role Playing)

## **COURSE FEE**

**Virtual Attendance via ZOOM:**

**30,000 JMD + 15% gct or 238 USD  
per person**

**Cost includes all course material &  
certificate**

## **PAYMENT AND REGISTRATION PROCEDURE**

**Kindly complete registration form online.  
An invoice with payment information will  
be sent to the contact persons accordingly.**

**Registration fees can be paid via:**

- Cheque
- Bank Transfer
- In office payment via credit card
- Wire Transfer (US Payments)

## **CANCELLATION POLICY**

**Applicants will be refunded 50% of total fee paid, if their notice of cancellation is received at least 7 working days prior to the date of the programme. There will be no refund for cancellation made after, Monday, October 2, 2020.**

**Substitutions may be made at any time.**

**JIFS reserve the right to cancel the programme at any time, if there is insufficient enrolment. In that event, full course fee paid will be refunded.**

## **ABOUT JIFS**

**The Jamaica Institute of Financial Services (JIFS) was established as The Jamaica Institute of Bankers (JIOB) in 1977 by the Bank of Jamaica and the Commercial Banks. In 1999 the Jamaica Bankers Association (JBA) assumed full responsibility for its operations. The name change took effect in May 2010 and reflects its mandate to support the financial services industry through training (Financial Services Training Institute), research (Research Club) and social exchange (Finance Club).**

**Through The Financial Services Training Institute, JIFS offers a number of short-term training courses and seminars as well as certification programmes from internationally recognized institutions. It has a wide cadre of facilitators both locally and overseas and offers training both on the open market and tailored for in-house purposes.**

## FACILITATOR

Mrs. Patricia Hamilton, has a wide range of lending and recoveries experience spanning the Corporate, Small Medium Enterprises (SMEs) and Consumer/Retail sectors, having spent most of her banking career with National Commercial Bank (Jamaica) Ltd.

Pat also spent over ten years working in the Eastern Caribbean as Chief Executive Officer of Caribbean Association of Banks (CAB) Inc. and Regional Credit Consultant for Courts Furnishers PLC. There she further honed her understanding of the credit retailing business and developed her debt collection skills, having also received intensive training in Debt Collection Techniques through Cohen & Klein, USA. Under her stewardship and guidance, Courts Dominica won both the Credit Championship and the Credit Manager Awards and her portfolios in Barbados, Saint Lucia and St. Vincent & the Grenadines experienced significant improvements.

She currently offers training & consulting services and has facilitated in-house training sessions and regional seminars aimed at transferring those skills.



**Mrs. Patricia Hamilton**

## Mission Statement

The Jamaica Institute of Financial Services is committed to providing cutting-edge programmes for the continuous building of human and organizational capability in the practice of banking, investments and finance, through research and professional development of knowledgeable, ethical, proactive and customer-driven professionals



### Contact Us

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