

## Collections On Defaulted Loans

*Kuala Lumpur (Malaysia)*

*24 - 28 February 2025*

UK Training

**PARTNER**

## Collections On Defaulted Loans

Code: FA28 From: 24 - 28 February 2025 City: Kuala Lumpur (Malaysia) Fees: 3900 Pound

### Introduction

Welcome to the Collections on Defaulted Loans Course, a comprehensive training program designed to provide participants with a thorough understanding of collections strategies and practices for defaulted loans. Managing defaulted loans is a critical aspect of the financial industry, and this course aims to equip participants with the necessary knowledge and skills to effectively navigate the complexities of collections, minimize risks, and optimize recovery strategies.

### Objectives

- Develop a foundational understanding of defaulted loans: Gain insights into the reasons behind loan defaults, the impact on financial institutions, and the importance of an effective collections process.
- Master collections strategies and techniques: Explore proven methodologies for managing and recovering defaulted loans. Understand the legal and ethical considerations involved in collections activities.
- Enhance negotiation and communication skills: Develop effective communication strategies for interacting with borrowers in default. Learn negotiation techniques that aim for successful repayment plans while maintaining a positive customer relationship.
- Understand regulatory and compliance requirements: Familiarize yourself with the legal and regulatory frameworks governing collections on defaulted loans. Stay updated on industry best practices to ensure compliance and ethical conduct.
- Implement data-driven collections approaches: Learn how to analyze and leverage data to prioritize collections efforts. Understand the role of technology in enhancing efficiency and accuracy in the collections process.

### Course Outlines

#### Day 1

##### Introduction to Defaulted Loans and Collections

- Understanding loan defaults: causes and consequences
- Importance of a robust collections process
- Overview of the collections life cycle

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## Day 2

### Collections Strategies and Techniques

- Developing effective collections strategies
- Best practices in managing defaulted loans
- Legal and ethical considerations in collections

## Day 3

### Negotiation and Communication Skills

- Effective communication in collections
- Negotiation techniques for repayment plans
- Building positive customer relationships

## Day 4

### Regulatory and Compliance Requirements

- Legal frameworks in collections
- Compliance considerations in collections
- Industry best practices

## Day 5

### Data-Driven Collections Approaches

- Analyzing and leveraging data for collections
- Technology in collections management
- Case studies and practical applications



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