



PRESENTS

COLLECTION & RECOVERY

Level (Low/Mid/Senior/High)	Low to Mid
Duration (in Days)	One Day
Target Audience	Collection & Recovery Department, RMs, Front Asset Sales Staff.
Program delivery	Lecture, Discussion/interaction, experiences sharing and PPT with discussion and interaction.
Date, Venue & Time	1st December 2018 (8:00am to 3:15pm) at Summit Hotel, Ilam
Course outline	<ol style="list-style-type: none"> 1. Purpose of Collection Unit, Effective Collection, Delinquent Buckets 2. Management Tools 3. Collection Tools, Understanding delinquency buckets 4. Financial impact, provision and write off 5. Demand Letters, foreclosure, repossession and auction 6. Debt Recovery Tribunal 7. Collection Strategy 8. Hot List, Negative List and Blacklist 9. NRB Circulars 10. Role Play 11. Experience sharing
Program takeaway:	The individual after the program will have sound knowledge on process/procedure of Collection and Recovery. The staff will be able to handle and manage difficult customers who are defaulting on their loan obligations to the bank. The individual will be equipped with tools and skills for early alert and action on deterioration in their asset portfolio and gain knowledge on NRB directive and guidelines on how to manage provisioning and bad debts.
Facilitator/s	<p>Mr. Hemanth Raj Angdambe</p> <ul style="list-style-type: none"> • Worked with Standard Chartered Bank Nepal for 22 years • Managed SCBNL retail products for 14 years of which handled home loan product 12 years (2002 to 2014). • MBA from Ace Institute of Management • Undergone training in areas like, sales & marketing, presentation and facilitator skill training, negotiation skills, time management etc. Higher level training like Great Manager Programs, Leadership training etc.

Course Outline

Time	Details
8:00 am to 9:30 am	Session 1 1. Purpose of Collection Unit, Effective Collection, Delinquent Buckets 2. Management Tools Collection Tools, Understanding delinquency buckets
9:30 am to 9:45 am	Tea Break
9:45 am to 11:15 am	Session II 1. Financial impact, provision and write off 2. Demand Letters, foreclosure, repossession and auction Debt Recovery Tribunal
Lunch Break 11:15am to 11:45 am	
11:45 am to 1:15 pm	Session III 1. Collection Strategy 2. Hot List, Negative List and Blacklist NRB Circulars
1:15 pm to 1:30pm	Tea Break
1:30 pm to 3:00 pm	Session IV 1. Role Play Experience sharing
3:00 pm to 3:15 pm	Certificate Distribution & Group Photo

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