



PRESENTS

COLLECTION & RECOVERY



Level (Low/Mid/ Senior/High)	Low to Mid
Duration	4 sessions of 1.5 hrs each
Target Audience	Collection & Recovery Department, RMs, Front Asset Sales Staff.
Course outline	<ol style="list-style-type: none">1. Purpose of Collection Unit, Effective Collection, Delinquent Buckets2. Management Tools3. Collection Tools, Understanding delinquency buckets4. Financial impact, provision and write off5. Demand Letters, foreclosure, repossession and auction6. Non Banking Assets7. Collection Strategy8. Hot List, Negative List and Blacklist9. NRB Circulars10. Role Play11. Experience sharing

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Course Outline

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.
Date & Time	9th October (3: 00 pm to 6:15pm) and 10th October (9:00am to 12:15pm) 2020 (15mins break between each session)
Program delivery	Lecture, Discussion/interaction, experiences sharing and PPT with discussion via Microsoft Team
Fee	3,500 + VAT (10% discount for individuals)
Facilitator/s	Mr. Hemanth Raj Angdambe <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.

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