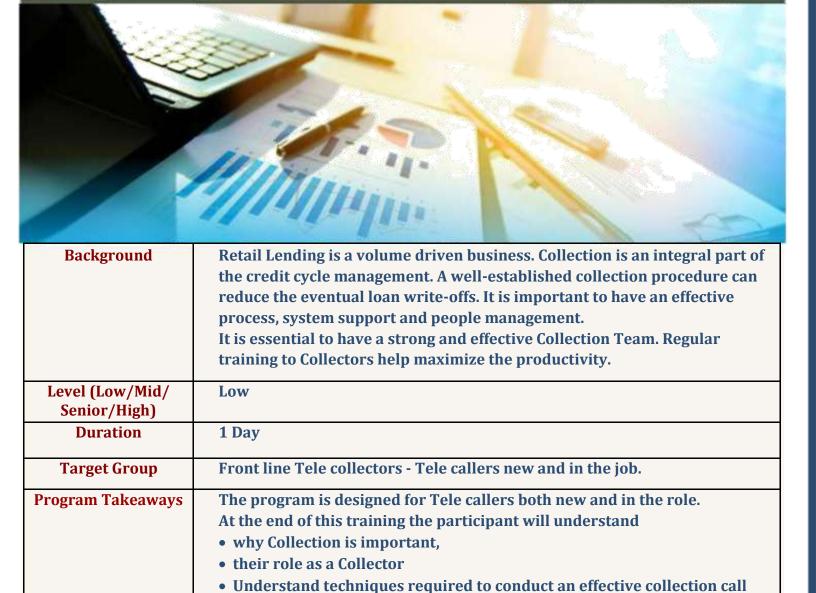


PRESENTS

RETAIL BANK: Collector Training



NATIONAL BANKING INSTITUTE LTD.

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Course Outline

Methods	Lecture, Discussion/interaction / exercise and role plays,
Methods	Lecture, Discussion, interaction, exercise and role plays,
Date, Time & Venue	29th September 2018 (9:30am to 5:00pm), NBI Hall, Kathmandu
Fee	Nrs. 5,000 + VAT
Facilitator	Ms. Kishoree Manandhar
	Over 25 years of experience in the leading International Bank – SCB Nepal. Having a wide range of experience in Retail Banking – Retail Lending Products, Retail Credit Risk Management, Collection, Fraud Risk Management, Operation Risk, Credit Card Business etc. Worked for 14 years as Country Credit Head, Retail Bank SCB Nepal - in the Governance role, managing the overall Retail Risk Portfolio of SCB Nepal.
	Have attended various International and SCB Group training programs and Certification on Leadership, Managerial skill development, Soft Skill Development, CSA, Credit Risk Management, Operation Risk
Program Itinerary	
Time	Content
9:30 am to 9:45 am	Introduction
9:45 am to 11:00 am	Introduction to Collection
11:00 am to 11:15 am	Tea Break
11:15 am to 12:45 pm	Job of a Collector
12:45 pm to 1:30 pm	Lunch Break
1:30 pm to 3:00 pm	Techniques required to conduct an effective call
3:00 pm to 3:15 pm	Tea Break
3:15 pm to 4:45 pm	Role plays and Group exercise
4:45 pm to 5:00 pm	Certificate Distribution & Group Photo