



PRESENTS

**RETAIL BANK:  
COLLECTOR TRAINING**



<b>Background</b>	<p>Retail Lending is a volume driven business. Collection is an integral part of the credit cycle management. A well-established collection procedure can reduce the eventual loan write-offs. It is important to have an effective process, system support and people management.</p> <p>It is essential to have a strong and effective Collection Team. Regular training to Collectors help maximize the productivity.</p>
<b>Level (Low/Mid/Senior/High)</b>	Low
<b>Duration</b>	1 Day
<b>Target Group</b>	Front line Tele collectors - Tele callers new and in the job.
<b>Program Takeaways</b>	<p>The program is designed for Tele callers both new and in the role. At the end of this training the participant will understand</p> <ul style="list-style-type: none"><li>• why Collection is important,</li><li>• their role as a Collector</li><li>• Understand techniques required to conduct an effective collection call</li></ul>

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## Course Outline

<b>Methods</b>	Lecture, Discussion/interaction / exercise and role plays,
<b>Date, Time &amp; Venue</b>	29th September 2018 (9:30am to 5:00pm), NBI Hall, Kathmandu
<b>Fee</b>	Nrs. 5,000 + VAT
<b>Facilitator</b>	<p><b>Ms. Kishoree Manandhar</b></p> <p>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.</p> <p>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</p>

### Program Itinerary

<b>Time</b>	<b>Content</b>
<b>9:30 am to 9:45 am</b>	<b>Introduction</b>
<b>9:45 am to 11:00 am</b>	Introduction to Collection
<b>11:00 am to 11:15 am</b>	<b>Tea Break</b>
<b>11:15 am to 12:45 pm</b>	Job of a Collector
<b>12:45 pm to 1:30 pm</b>	<b>Lunch Break</b>
<b>1:30 pm to 3:00 pm</b>	Techniques required to conduct an effective call
<b>3:00 pm to 3:15 pm</b>	<b>Tea Break</b>
<b>3:15 pm to 4:45 pm</b>	Role plays and Group exercise
<b>4:45 pm to 5:00 pm</b>	<b>Certificate Distribution &amp; Group Photo</b>