

WINNING APPROACH TO DEBT RECOVERY



Trainer's Profile

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Program Details

Date: 24th April, 2015

Venue: NBI Hall, Kathmandu.

Time: 10:00am to 5:00pm

Target Group: Mid level

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Objectives:

- How to tackle difficult customers
- How to create a win- win situation
- How to minimize risk

Session 1

- Why collection Unit
- Effective Collection
- Delinquent Buckets
- Management tools
- Follow ups to Front end
- Mid range (30 and 60 dpd)
- Hard core 90 dpd and above

Session 2

- Financial impact of collection
- Provision/write off
- Demand letters of Mid range
- Demand letters of hard core
- Foreclosure/Repossession/Auction
- Debt Recovery Tribunal

Session 3

- Collection strategy
- Opening a collection call
- Role plays
- Hot list
- Negative list
- Black list
- Bylaws
- NRB Circulars

Session 4

- Experience sharing
- Q&A