

# Virginia Association of Community Banks

## Writing Policies for Loan Workouts & Collections

WEBINAR – ON-DEMAND WEB LINK – FREE CD ROM

Thursday, March 18, 2010

3:00 pm – 4:30 pm Eastern

**Direct Quote from the FDIC:** “The agencies have found that prudent loan workouts are often in the best interest of the bank and the borrower. The agencies have encouraged and will continue to encourage bankers not only to extend new credit to credit worthy borrowers, but also to work in a prudent manner with borrowers who may be facing financial difficulties.”

In fact, it is in every bank’s interest to develop a strong policy for loan workouts and collections. This webinar will provide sample policy language and explain how you can implement it. The recently-released Interagency Policy Statement for workout guidelines will also be addressed.

*The Participant Manual will be available in MS Word, so your bank can easily utilize the sample language to develop policy or to fine-tune your current policy.*

### HIGHLIGHTS

- Collection procedures, including the Fair Debt Collection Practices Act
- Review a five-step timeline of appropriate actions from 18 days past due to 90 days past due
- Collection practices for different types of loans (e.g., consumer, real estate, commercial, etc.)
- Learn the fine points of the regulatory agencies’ recently-released “Workout Guidelines”

### WHY SHOULD YOU PARTICIPATE?

This session is a cost-effective way to ensure your bank has a workout and collections policy for your loan and collection officers that passes muster with examiners. You may train as many individuals as you like for one set price. There will be no travel costs, no time lost from work, and no one will be required to leave the institution.

### WHO SHOULD ATTEND?

This informative session is designed for loan officers, collection officers, loan personnel, compliance officers, and auditors.

**PLEASE NOTE:** Your registration fee allows you to have **one telephone connection**. However, as many people as you like may listen from your office speaker phone. If you register for the webinar, your registration fee also includes **one internet connection** from a single computer terminal.

### ABOUT THE PRESENTER – Ann Brode, Brode Consulting Services, Inc.

Ann Brode began her career in 1973 and has continued her service as a consultant to regional and community financial institutions through a wide range of areas including strategic planning, lending, deposits, marketing, training, compliance, and management. Ann is a well-respected presenter and has spoken to audiences across the country for over 20 years. She has presented sessions for numerous state associations and has taught at the School of Banking Administration at the University of Wisconsin as well as many other state banking schools. Ann is the author of *The Bank Deposit Documentation Manual for Front-Line Personnel*, published by Bankers Publishing Company, and is well represented in numerous industry publications.

## THREE REGISTRATION OPTIONS

### 1. LIVE WEBINAR

The **LIVE WEBINAR** registration option allows you to have one telephone connection for the audio portion and one internet connection (from a single computer terminal) to view online visuals as the presentation is delivered. You may have as many people as you like listen from your office speaker phone. Registrants receive a toll-free number and pass code that will allow entrance to the seminar. The session will be approximately 90 minutes, including question and answer sessions. Seminar materials will be sent prior to the broadcast along with hookup instructions. Your pin number, hookup instructions and handouts will be emailed to you. You will need the most current version of Adobe Acrobat Reader available free at [www.adobe.com](http://www.adobe.com).

### 2. ON-DEMAND WEB LINK\*\* AND FREE CD ROM\*

**Can't attend the live webinar?** The **ON-DEMAND WEB LINK\*\*** is a recording of the live event including audio, visuals, and handouts. We even provide the presenter's email address so you may ask follow-up questions. Within 5 business days following the webinar, you will be provided with a web link that can be viewed anytime 24/7 for the next 6 months. This link will expire 6 months after the live program date. **But there's more . . . AS AN ADDED BONUS, you will also receive a FREE audio/visual CD ROM.\*** The CD includes the original audio/visual presentation, the question and answer sessions, and the handouts. Use the on-demand link or this "off-the-shelf" training program for those that could not attend the live seminar and for future training.

### 3. BOTH LIVE WEBINAR AND ON-DEMAND WEB LINK\*\* (INCLUDES FREE CD-ROM\*)

Includes options 1 and 2 above

**AFFORDABLE, PROFESSIONAL TRAINING, WHEN AND WHERE YOU CHOOSE**

\*CD Rom for PC use only

\*\*All materials are subject to copyright and intended for your bank's use only

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<b>Registration Form:</b>	<b><i>Writing Policies for Loan Workouts &amp; Collections</i></b>	<b>March 18, 2010</b>
		<b>VACB</b>
		7204 Glen Forest Dr. Ste. 101
		Richmond, VA 23226
		(804) 673-8250
		(804) 673-8251-Fax
		Email: <a href="mailto:kmallinger@vacb.org">kmallinger@vacb.org</a>
		Web: <a href="http://www.vacb.org">www.vacb.org</a>
_____ Company/Bank Name	_____ Contact Name	_____ Title
_____ Billing Address	<input type="checkbox"/> Check Enclosed: Amount: \$ _____	
_____ City/State/ZIP	<input type="checkbox"/> Visa <input type="checkbox"/> Master Card Expires ___ / ___ / ___	
_____ Email Address	_____ Phone	Credit Card Number: _____
<b>Program Type (All Pricing is for Members. Non-Member Fees are Double)</b>		
<input type="checkbox"/> Live Webinar (\$250) <input type="checkbox"/> On Demand Link w/free CD (\$250)		
<input type="checkbox"/> Both Live Webinar with On-Demand Link & Free CD (\$275)		

**Cancellation Policy:** Cancellations must be received within three or more business days prior to the day of an educational program to receive 100% credit. If less than three days prior, a 20% cancellation fee will apply. There are no refunds on the day of a program, substitutions, however, are welcome.