

Supercharge your Collections

Leveraging Credit
Infrastructure & Skill
Sets for Optimal
Collections



Joseph Maina

CEO Collectr, Director (EA),
International Centre for
Professional Collections



Tim Paulsen

Founder & Managing Director
of the International Centre for
Professional Collections



Lemuel Mangla

Head of Policy & Compliance
Credit Information Sharing
Association of Kenya

25th to 27th August 2021 - Lake Naivasha Simba Lodge



Debt Collection Course: Supercharge Your Collections

Leveraging Credit Infrastructure & Skill Sets for Optimal Collections

Date: 25th to 27th August 2021. Days: 3

Venue: Lake Naivasha Simba Lodge

What the training will cover

- a) Early warning signs of NPLs;
- b) Debt collection scorecards;
- c) How to overcome excuses – any excuse – for non-payment or delay;
- d) Collection techniques during COVID-19;
- e) How to write debt collection scripts;
- f) Mastering telephone collection techniques;
- g) CRB solutions for monitoring and collections prioritization;
- h) Compliance requirements for financial institutions under CRB Regulations, 2020;
- i) Debt collection ethical practices;
- j) How to improve productivity of debt collection staff;
- k) Reporting on NPLs with market benchmarking;
- l) Data Protection Act, 2019 and its impact on debt collection practices;
- m) Tools to monitor portfolio spillovers and improvements;

- n) CRB risk management solutions;
- o) Feedback loop to credit origination and finance functions.

Lead Trainer: Joseph Maina

Joseph Maina takes a vision and makes it a reality through sound strategy development in credit risk, debt advisory, management and collection. He intuitively sees the threads of opportunity that and through the organization, brings them together into a coherent whole, helps others extend their thinking and drives material business advantage. He is an inspirational leader who tells stories that inspire action while at the same time is grounded in financial information that levers the business.

Respected as a credible voice in decision making, finding strategic financing partners, and establishing governance boundaries, Joseph earns at the table wherever he sits.

Previously a Consulting General Manager for Anchor Premier Sacco Ltd, he led in business development for the Real Estate Loans Division after leading the over USD. 4 million Credit Division. During this time, he drove the acquisition of market share from renown real estate mortgage lenders repositioning the SACCO as a credible player in the industry.

Earlier, he has risen through the ranks from data entry to consulting in business development, credit management and risk following close to a decade of experience from Faulu Microfinance Bank Ltd (a subsidiary bank of the UAP-Old Mutual Group) and Vision Fund Kenya Ltd (a subsidiary microfinance of the World Vision).

Joseph is an Internationally Certified Expert In Risk Management from the Frankfurt School of Finance & Management and a Certified Financial Collections Professional from the International Center for Professional Collections (USA).

Key Career Highlights:

- Instrumental in the reduction of Portfolio at Risk above 30 days from Kes.735 million as at August, 2013 to Kes.468 million by end of year 2014 in Faulu Microfinance Bank Ltd as Manager, Debt Collection.
- Reduced overall company PAR 30 from Kes.302 million to Kes.224 million, a percentage reduction from 37% to 11% in Vision Fund Kenya Ltd.
- Initiated and led in the turnaround of a loss-making branch into Kes.1.8 million profitability by July 2016 which was within 6 months with a reduced but productive client base in Vision Fund Kenya Ltd.
- 1st Certified International Professional Collector in Kenya and 3rd in Africa from the International Centre for Professional Collections (USA).

Other Positions Held:

- Director (EA), ICPC (USA).
- Head of Credit Risk, First Idea Consulting Ltd.
- Business Development Consultant, MNCA (South Africa).
- Solutions Consultant, Relational Financial Solutions (Greece).
- Trainer (IFRS 9 and NPLs), DevImpact Institute.
- Member, Social Performance Task Force.

Trainer: Tim Paulsen

Author|consultant|speaker|trainer

Tim is the founder and Managing Director of the International Center for Professional Collections (USA). He is the author of "Paid in Full", "Platinum Negotiations", "Tipping the Scales" as well as products "Excuse Terminator" and "CollectABILITY Index. Tim is an international specialist training credit and collection professionals.

He has delivered his highly rated debt collection training seminars on "Effective Collection Techniques" to clients all across Canada and the United States, 25 countries (at last count), including Brunei, China, Egypt, Ghana, India, Indonesia, Ireland, Jamaica, Kuwait, Lebanon, Malaysia, Mexico, Philippines, Singapore, South Africa, Thailand, and the U.A.E.

Trainer: Lemuel Mangla

Lemuel is a professional in the finance and credit sector with over ten years of hands-on experience. He is adept at leveraging data, technology, financial and interpersonal skills to provide demand-led solutions. Equally, He has a good understanding of credit markets having worked for Unaitas SACCO Society Ltd as a Credit Risk & Recovery Officer. He was instrumental in the development and implementation of digital credit products at Unaitas. He has also been a valuable team player in initiatives such as the transition of the Kenyan market to daily credit reporting under the Kenya Credit Information Sharing Strengthening project.

In addition, He conceptualized and implemented the CIS Learning Centre, an online learning portal that seeks to build the capacity of credit providers on credit information sharing and related areas such as data and technology. He is a member of the Institute of Certified Public Accountants of Kenya (ICPAK).

Who should attend?

Heads of Credit, Credit Managers, Credit Analysts, Finance Managers, Audit Managers Business Analysts, Relationship Managers, Credit Risk Practitioners, Collection Managers in Commercial Banks, Microfinance Banks, Microfinance Institutions, Development Finance Institutions, SACCOs, Leasing Companies, Hire Purchase Companies and Digital Lenders.

Training Cost

KES 89,000 per person (Exclusive of accommodation, Travel & taxes)

Instructional Approach

Lecture;

Case studies;

Break-out sessions.

To register visit <https://www.cislearning.org/debt-collection-training> or www.ciskenya.co.ke/training

Email lemuel.mangla@ciskenya.co.ke or call 020 2600118

About CIS Kenya

CIS Kenya's broad mandate is to promote best practices in credit provision. Additionally, the association plays a leading role in fostering the growth of the credit market by working towards the implementation of an effective credit information sharing mechanism. This reflects CIS Kenya's unique task which is to establish a self-regulatory mechanism centered on credit information sharing, that eventually yields benefits for credit providers, consumers and the economy at large.

<https://ciskenya.co.ke/>