High Performance Debt Collection

Collecting payments efficiently while maintaining profitable relationships

Tribe Hotel Village Market
Nairobi, Kenya

16th & 17th August 2012

"A small debt produces a debtor; a large one, an enemy"

Publilius Syrus

Empowering collectors with new ideas, proven tactics and an enhanced ability to conduct their role efficiently and effectively

marcusevans®

marcus evans is a registered training provider with the Directorate of Industrial Trainning. DIT registration number: DIT/TRN/764

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Kenya Directory
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Private BANKING
"Connecting Wealth"

marcusevans®

Featuring facilitator:

Zipporah Gikonyo Head of Credit Management
Metropol Corporation Ltd.

Featuring guest presentations by:

Aphuid Kariuki Credit Manager
Sameer Africa

On completion of this course you will be able to:

- **Apply** collection techniques in more challenging situations whilst negotiating workable solutions
- **Focus** on implementing and actioning the recovery of outstanding debts owed to your business
- **Provide** you with the appropriate knowledge and skills so that you can be more proactive and effective in collection activities
- **Understand** debtors and communicate with them effectively
- **Know** how and when to invoke legal processes
- **Avoid** legal pitfalls in debt collection negotiations
- **Familiarise** the Legal Processes in the Collection of Debts
- **Overcome** the issues involved in pursuing slow payers and debtor recovery

Pre-course questionnaire

To ensure that you gain maximum benefit from this event, a detailed questionnaire will be sent to you to establish exactly what your training needs are. The completed forms will be analysed by the course trainer. As a result, we ensure the course is delivered at an appropriate level and that relevant issues will be addressed. The comprehensive course materials will enable you to digest the subject matter in your own time.

Marcus Evans training courses are thoroughly researched and structured to provide intense and intimate practical training to your organisation. Our format:

- Combinations of educational presentations and case studies, productive in-session assignments and participant collaboration to provide actionable learning
- Detailed pre-course questionnaires to allow you to tailor the programme to address your individual concerns
- Hard copies of presentation materials and tools

High Performance Debt Collection

NR-FNT2944 Please write in BLOCK LETTERS

Sales Contract

Please complete this form immediately and fax back to

CHERRIE KOAY

Fax: +603 2723 6699

Name: _____

Position: _____

Email: _____

Direct phone number/mobile number: _____

Name: _____

Position: _____

Email: _____

Direct phone number/mobile number: _____

Name: _____

Position: _____

Email: _____

Direct phone number/mobile number: _____

Organisation: _____

VAT Registration Number: ☐☐☐☐☐☐☐☐☐☐

Address: _____

_____

Town: State _____ Postcode _____

Tel: ( ) _____ Fax: ( ) _____

Nature of Business: _____

Company Size: ☐ 1-9 ☐ 10-24 ☐ 25-49 ☐ 50-99 ☐ 100-249 ☐ 250-499 ☐ 500-999 ☐ 1000+

Authorisation

Signatory must be authorised to sign on behalf of contracting organisation.

Name: _____

Position: _____

Email: _____

Signature: _____ Date: / /

This booking is invalid without a signature.

Fees

(per delegate - Please indicate your choice & complete the Authorisation Section)

☐ **Professional Training fee** @ USD1,495-00

☐ **Premier Plus** - Ask about our special discounted rates.

Payment is required within 5 working days.
Fees include refreshments, luncheons and programme material and a service charge of 24% VAT (where applicable) is levied at rate of 16%. Withholding Tax is levied at the prevailing rate.

Indemnity: Should for any reason outside the control of **marcus evans** conferences, the venue orspeakers change, or the event be cancelled due to an act of terrorism, extreme weather conditions or industrial action, **marcus evans** conferences shall endeavour to reschedule but the client hereby indemnifies and holds **marcus evans** conferences harmless from and against any and all costs, damages and expenses, including attorneys fees, which are incurred by the client. The construction, validity and performance of this Agreement shall be governed in all respects by the laws of South Africa to the exclusive jurisdiction of whose Courts the Parties hereby agree to submit.

Any learning intervention offered by marcus evans SA (Pty) Ltd. Will be subject to the following disclaimer:

Except for death or injury solely and exclusively caused by the wilful misconduct or gross negligence of marcus evans SA (Pty) Ltd. or its employees, marcus evans SA (Pty) Ltd. cannot be held responsible for any claim, action, cause of action or liabilities suffered by Learners whilst undergoing marcus evans SA (Pty) Ltd. external learning programs at off site facilities. Learners agree to defend, indemnify and hold harmless marcus evans SA (Pty) Ltd. from any claim, action, cause of action or liabilities which may be asserted by third parties arising out of the Learners act default or neglect whilst undergoing marcus evans SA (Pty) Ltd. external learning programs at off site facilities

marcusevans® professional training

Code:E

Register Now

Contact Marketing at **marcus evans**
Tel: +603 2723 6662
Fax: +603 2723 6699
Email: cherriek@marcusevanskl.com

Date: 16th & 17th August 2012
Venue: Tribe Hotel Village Market Nairobi, Kenya

Hotel Accommodation

Accommodation is not included in the conference fee. To reserve accommodation at the conference venue, please contact the hotel at (+254) 20 720 0000 and make it clear that you are attending **marcus evans** conferences event quoting NR-FNT2944 as a reference.

marcus evans

CP 21 Suite 2101, Level 21 Central Plaza
34 Jalan Sultan Ismail, 50250 Kuala Lumpur
Malaysia
www.marcusevans.com

Payment Method

Please indicate your payment method

☐ **Credit Card**

All credit card transactions are charged in ZAR or USD' at the current exchange of your Bankers.

Please debit my ☐ Visa ☐ Mastercard ☐ Amex ☐ Diners

Card Number:

☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

CV Number: ☐☐☐☐ Expiry Date: ☐☐ / ☐☐

Card Holder's Name: _____

Signature: _____

ID Number:

☐☐☐☐☐☐☐☐☐☐☐☐☐

Authorisation Code: _____ Date: _____

Terms & Conditions

1.Fees are inclusive of programme materials and refreshments.

2. Payment Terms: Following completion and return of the registration form, full payment is required within 5 days from receipt of invoice. PLEASE NOTE: payment must be received prior to the conference date. A receipt will be issued on payment. Due to limited conference space, we advise early registration to avoid disappointment. A 50% cancellation fee will be charged under the terms outlined below. We reserve the right to refuse admission if payment is not received on time.

3.Cancellation/Substitution: Provided the total fee has been paid, substitutions at no extra charge up to 14 days before the event are allowed. Substitutions between 14 days and the date of the event will be allowed subject to an administration fee of equal to 10% of the total fee that is to be transferred. Otherwise all bookings carry a 50% cancellation liability immediately after a signed sales contract has been received by **marcus evans** (as defined above). Cancellations must be received in writing by mail or fax six (6) weeks before the conference is to be held in order to obtain a full credit for any future **marcus evans** conference. Thereafter, the full conference fee is payable and is nonrefundable. The service charge is completely non-refundable and non-creditable. Payment terms are five days and payment must be made prior to the start of the conference. Non-payment or non-attendance does not constitute cancellation. By signing this contract, the client agrees that in case of dispute or cancellation of this contract that **marcus evans** will not be able to mitigate its losses for any less than 50% of the total contract value. If, for any reason, **marcus evans** decides to cancel or postpone this conference, **marcus evans** is not responsible for covering airfare, hotel, or other travel costs incurred by clients. The conference fee will not be refunded, but can be credited to a future conference. Event programme content is subject to change without notice.

4.Copyright etc: All intellectual property rights in all materials produced or distributed by **marcus evans** in connection with this event is expressly reserved and any unauthorized duplication, publication or distribution is prohibited.

5.Client information is kept on **marcus evans** group companies database and used by **marcus evans** group companies to assist in providing selected products and services which maybe of interest to the Client and which will be communicated by letter, phone, fax, (inc. automatic dialling) email or other electronic means. If you do not want **marcus evans** to do this please tick this box [ ]. For training and security purposes telephone calls maybe recorded.

6.Important note: While every reasonable effort will be made to adhere to the advertised package, **marcus evans** reserves the right to change event dates, sites or location or omit event features, or merge the event with another event, as it deems necessary without penalty and in such situations no refunds, part refunds or alternative offers shall be made. In the event that **marcus evans** permanently cancels the event for any reason whatsoever, (including, but not limited to any force majeure occurrence) and provided that the event is not postponed to a later date nor is merged with another event, the Client shall receive a credit note for the amount that the Client has paid to such permanently cancelled event, valid for up to one year to be used at another **marcus evans** event. No refunds, part refunds or alternative offers shall be made.

7.Governing law: This Agreement shall be governed and construed in accordance with the law of South Africa and the parties submit to the exclusive jurisdiction of the South African Courts in Johannesburg. However **marcus evans** only is entitled to waive this right and submit to the jurisdiction of the courts in which the Client's office is located.

8. Client hereby acknowledges that he/she specifically authorizes that marcus evans charge the credit card listed above for the amount provided herein; that this Contract is valid, binding and enforceable; and that he/she has no basis to claim that any payments required under this Contract at any time are improper, disputed or unauthorized in any way. Client acknowledges that they have read and understood all terms of this contract, including, without limitation, the provisions relating to cancellation.