

A 2-Day Intensive Workshop on :

100% HRDF Claimable !!!

Effective Steps to Debt Recovery

DATE: 25th & 26th August 2016

VENUE: Dorsett Regency KL

Course Highlights!

Financial Analysis Techniques – Credit Affirmation
Dealing With Excuses
Recovery Strategies (Non Legal Process)
Learning Negotiation Skills for Debt Recovery
Review of Documentation
Understanding Laws Contract : Securing Payment & Credit Extension
Pre-considerations For Legal Proceedings
Legal Procedures Involved in Debt Recovery
Court Orders & Enforcement



GRM TRAINING SDN. BHD.
(1087186-W)

“Your Exclusive Training Partner”

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We are registered with :



Meet the Course Director

K. PATHMANATHAN

LL.B (Hons) London, CLP (Malaysia)

MR. K. PATHMANATHAN, has 25 years of experience in the field of training and education. He is a hands-on, bilingual trainer who graduated with LL.B (Hons) from the University of London and the CLP (Mal.)

In his 25 years, he has trained personnel from various companies and levels, from top level management to collection officers and clerks, in various areas of law including credit control and debt recovery.

After attending his Debt Recovery program, many companies have acknowledged the fact that their debt collection has actually improved. They have supported his training programs by sending more and new personnel to gain more knowledge about these techniques.

His goal in conducting this program is to ensure that your company has a more effective and rewarding system in debt collection, to minimize outstanding debts and to ensure that the participants are able to manage debt recovery even to the legal stage.

Participants have found his training programs to be interesting, highly effective and practical for their daily duties. These have been manifested in the post-training evaluation reports and the strong recommendation by participants for others to attend Mr. Pathma's programs. He has a personal commitment to help individuals and organizations to achieve their highest potential and vision.

His clients are mostly from the petrochemical industries, manufacturing sectors, banking, telecommunications, consumer products and services industries namely big corporate companies such as *Petronas, Tenaga Nasional, PSMB, Jabatan Air, Telekom, TM Touch, Proton, Nippon Oil Exploration, Hewlett Packard, B Braun, Toray Group Malaysia, Infineon Technologies, Penang Port, Penang Bridge Sdn Bhd, Measat Broadcasting Network Systems, Sony, Knowles Engineering, Sime Darby, PLUS, Teknik Janakuasa, Bax Global, Transocean Malaysia, Harbour Board – Sarawak, Silitek Corporation, Mattel (M), United Sweethearts Garment, Yan Jin (M), BAX Global, Circle Freight, Kintetsu Air Services, Bayview Beach Resort, Cititel Penang, Petronas Fertilizer (Kedah) and its subsidiaries, Fed Ex, GD Express, H. K. Lamtech, Advance Sound Products, Paramount Engineering, Motosikal & Enjin Nasional Berhad (Modenas), Yamaha, Suzuki and Sime Tyres International to name a few. Participation from the Government sectors include those from the Land Department, Risda, Felda, Lembaga Hasil Dalam Negeri, Tentera Laut Diraja Malaysia, Jabatan Kesihatan PP, Customs Department, Local Councils and other government agencies.*

Course Content

DAY ONE

9:00am CREDIT ADMINISTRATION & AFFIRMATIVE ACTION

- Evaluating Credit Worthiness of Corporate and Individual Clientele
- Private Companies and Sole Proprietorship
 - The Differences in Risk Evaluation

DEALING WITH EXCUSES BY CLIENTS!

- Common Types of Delaying Tactics Employed
- Overdue Payments & Common Excuses
- How to Handle them
- Different Categories of Customers
- Different Types of Collection Approach

10:30am Morning Break

10:45am RECOVERY STRATEGIES (NON LEGAL PROCESS)

USING THE PHONE EFFECTIVELY

- Using the Telephone for Collection
- Plan & Prepare
- Use the Right Techniques
- Use **POWER** – Prepare, Open strongly, Work thru' objections, End with a commitment, React quickly to broken promises.

1:00pm Lunch

2:00pm NEGOTIATING EFFECTIVELY FOR A SETTLEMENT

- Adopting a Win-Win approach
- Use the **SEF** approach
- Strategize your Negotiation
- Explore all Options
- Formulate a New Agreement

3:30pm Break

3:45pm UNDERSTANDING CONTRACTS IN COLLECTION SECURING PAYMENTS AND CREDIT EXTENSION

- How Buyers Can Evade Payment Due to Breach of Contract on the Part of Sellers
- Sections Pertaining to The Above Situations
- Contractual Principles – Callers to Check
 - Formation of Contract
 - Capacity to Contract
 - Intention to Create Legal Relations
 - Oral Contracts
 - Consent and Its Vitiating Factors

5:00pm End of Day One

DAY TWO

9:00am LEGAL PROCEEDINGS TO RECOVER DEBTS

- Pre-considerations
 - Statute of Limitations and Debts Becoming Statute-Barred
 - Capacity of Company to Sue
 - Cause OF Action
 - When Did It Arise
 - Status of Client and Its Legal Considerations
 - Company, Partnership or Sole-Proprietorship
 - Individuals, Estate of Deceased Persons, Bankrupts etc

10:30am Morning Break

10:45am REVIEW OF DOCUMENTATION HELD

- The Importance of having all the Documents
- Stamping and Registration of Documents
 - What Happens When Documents Are Not Stamped or Understamped
 - What happens when the documents are missing or incorrect?

1:00pm Lunch

2:00pm LEGAL PROCEDURES INVOLVED IN DEBT RECOVERY

- Territorial Jurisdiction
- Originating Processes Used to Recover Debts
- Service of Documents
- Court Procedures

3:30pm Break

3:45pm COURT ORDERS AND EXECUTION PROCEEDINGS

How to enforce our collection successfully!

- Summary Judgments
- Attachment Proceedings
- Charging Orders
- Garnishee Proceedings
- Bankruptcy / Winding-Up

5:00pm End of Course



GRM TRAINING SDN. BHD.

(1087186-W)

Registration: Effective Steps to Debt Recovery

COMPANY'S NAME:

Company Address & Tel:

PARTICIPANT'S INFORMATION

Name:
Designation:
Email:
Mobile:

Name:
Designation:
Email:
Mobile:

Name:
Designation:
Email:
Mobile:

AUTHORIZER'S INFO

Name:
Designation:
Email:
Mobile:

Signature & Co's stamp

INVOICE TO BE SENT TO

Name:
Designation:

GROUP ATTENDANCE IS HIGHLY RECOMMENDED

IT IS BOTH PRACTICAL AND EFFECTIVE FOR COMPANIES TO SEND SEVERAL EXECUTIVES TO THE TRAINING PROGRAMME AT THE SAME TIME IN ORDER TO REAP THE BENEFITS OF SHARED MANAGEMENT PERSPECTIVES

Course Fee: **RM 1750.00 per pax**
(Group discounts are available)

CANCELLATION POLICY

Upon registering, the delegates are enrolled successfully in the program. Should the delegate(s) decide to cancel their enrolment, a cancellation fee will be levied. Cancellations 14 days or greater prior to start of the programme will be subjected to a 50% cancellation fee. Cancellations received less than 14 days to the programme is subject to no refund. Cancellations must be submitted to **GRM Training Sdn. Bhd.** in writing. 'No show' during event days are not considered cancellations, payment will not be refunded. Please note that substitutes are always welcome.

COURSE FEE INCLUDES: Full documentation for the course, refreshments and lunch will be provided, unless stated otherwise.

Cheque is Made Payable to:

GRM Training Sdn. Bhd.

Office:

89, Jalan Aminuddin Baki, Taman Tun Dr Ismail,
68000 Kuala Lumpur

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PLEASE FILL UP THE REGISTRATION FORM AND SEND IT TO:

By Email: admin@grmtraining.com

Who Should Attend?

All personnel involved in debt collection and negotiations for debt management:

- Company Directors • General Managers • Financial Controllers • Credit Control Managers & Executives • Accounts & Finance Personnel • Entrepreneurs