

# ROUNDTABLE DISCUSSION

## Madison Heights, Michigan



### MODERATOR:

Amy Cook, CCE  
McNaughton-McKay  
Electric Company

### DATE/TIME

Tuesday, September 23, 2025  
11:30 a.m. - 1:30 p.m. ET

### DISCUSSION TOPICS

- ☒ Grey Areas in Credit Decision Making
- ☒ Automated Collection Process-Software
- ☒ When to put an Account into Collections

### LOCATION

McNaughton-McKay Electric Company  
(No signage)  
1401 E. Lincoln Ave.  
Madison Heights, MI 48071

### COST

\$30.00 Members/\$60.00 Non-Members  
(Includes Lunch)

One coupon per person is valid

Attendance at this roundtable discussion is worth .2  
Continuing Education Points/CCE Recertification points.

### MORE INFORMATION

Contact Kelly Hall at [kelly.hall@nacmconnect.org](mailto:kelly.hall@nacmconnect.org)