

# COLLECTION TIPS & TRICKS

Presented by **Paul Krause**, *Manager of Collection Services*, NACM Southwest

# LEGAL OPTIONS FOR DEALING WITH DELINQUENT CUSTOMERS

Presented by **Thomas Fawkes & Brian Jackiw**, *Partners*, Tucker Ellis LLP

**Members: \$139** (One coupon per person)

**Non-Members: \$278**

**LUNCH included**

Attendance at this seminar is worth .3 Continuing Education Units/CCE Recertification Points.

**Tuesday, March 24, 2026**

Lumbermens Inc.  
4433 Stafford Avenue SW  
Grand Rapids, MI 49548

**Wednesday, March 25, 2026**

Ferguson Enterprises LLC  
4110 N. Franklin Road  
Indianapolis, IN 46226

**Thursday, March 26, 2026**

Fechheimer Brothers Co.  
4545 Malsbary Road  
Cincinnati, OH 45242

## COLLECTION TIPS & TRICKS

**10:30 am- 11:30 am ET**

- Risk Reduction
- Internal Collections
- Collecting Past Due Accounts
- Handling Excuses
- When to write off/send to collections
- Referring to an attorney

## LEGAL OPTIONS FOR DEALING WITH DELINQUENT CUSTOMERS

**12:00 pm- 2:00 pm ET**

- The Legal Option Matrix
- Breach of Contract / Unjust Enrichment
- Fraud / Fraudulent Transfers
- Guaranty Enforcement
- Jurisdiction
- Discovery
- Involuntary Bankruptcy

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While registering online, you will have the opportunity to choose your payment method. We are happy to take a credit card online or invoice you. You will also have the opportunity to apply coupons as allowed. All payments must be received one week prior to seminar date.

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## Questions?

Contact Kelly Hall, [kelly.hall@nacmconnect.org](mailto:kelly.hall@nacmconnect.org) or 317.225.4281