

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 Malsbury 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

All registrations for NACM Connect education events are taken online at www.nacmconnect.org.

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.

Cancellation Policy: Cancellations must be received in writing via email or mail, no later than one week prior to meeting date to qualify for full refund. Cancellations received later than one week prior to the meeting date DO NOT qualify for a refund of registration fees. Sorry, phone cancellations cannot be honored.

Questions?

Contact Kelly Hall, kelly.hall@nacmconnect.org or 317.225.4281