



## Recent Collection Academy Reveals Hot Topics

During a recent roundtable discussion, hosted by the CU Recovery Collection Academy, credit union collectors were able to talk about hot topics in the current collection environment. The top three items of interest to the group revolved around:

- Overdue 2<sup>nd</sup> Mortgages
- Work-outs & loan modifications
- Probate issues

Roundtable questions were fielded by experts from fellow credit unions, moderated by CU Recovery's President, Kelly Becker. Solutions to common collection problems were shared by all sizes of credit unions through real-life experiences, information on resources (such as [probatefinder.com](http://probatefinder.com)), and suggestions of alternate ways to approach delinquent members.

Of interest to credit unions from the smallest to the largest, was what to do when a 'dead-end' is reached. At that point out-sourcing is often a key to freeing up valuable credit union staff time and the portfolio of services offered by CU Recovery and The Loan Service Center can be a valuable resource for success.

*CU Recovery, Inc. is a full service collection agency, working exclusively for credit unions, dedicated to maximizing recoveries on charged off loans. The Loan Service Center, Inc. provides staffing solutions for credit union collection departments to minimize losses on their delinquent active loan portfolio. The CU Recovery Collection Academy is a resource for continuing education to assure the success of Credit Union collection departments in meeting their member service and delinquency reduction goals. For more information: [www.curecovery.com](http://www.curecovery.com)*