



CU Recovery®
& The Loan Service Center

A PSCU Company

CLIENT NEWSLETTER

September, 2019



Last days of summer!

Soon we will say goodbye to daylight savings, warm weather, vacation, and all the other amazing things about Summer and begin the strategic planning for 2020.

Enjoy this newsletter on welcoming change that could make a difference in your collection department.

5 Tips for Effectively Managing Change Useful Tips for Leaders



"When faced with an unexpected or unwelcome transition, it's human nature to immediately descend into fear and doubt. And unless you want your employees to stay there--paralyzed by uncertainty ..."

This [article](#) from Inc gives tips on how to become the "dynamic, evolving" workplace you want your credit union to be.

GROWTH for Collection Success Series

G = Greater Tax Return Collections R = Resources O = Outsourcing
W = Welcoming Change T = Troubleshooting H = Helping Hand

GROWTH is the word for 2019 articles.

W = Welcoming change in the workplace.

Change, by definition, is to make or become different. It is also the one word that strikes fear in the most stalwart employee.

[Read the Article](#)



2019 CU RECOVERY COLLECTION ACADEMY

October 15 - 17, 2019 | Minneapolis

Experience sessions specifically geared towards making your credit union more efficient, productive and a better place to work. [Click here](#) to register.

FEATURED SPEAKERS

VISIT OUR WEBSITE FOR A FULL LISTING OF ACADEMY PRESENTERS



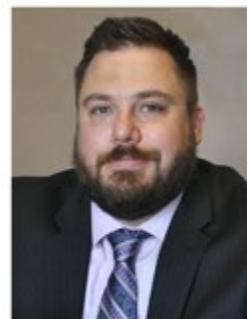
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Steve Kreitlow
Training Facilitator
CU Recovery



Lisa Hayes
Leadership Consultant
Through-the-Hayes



Zack Fallstich
JD, CURME
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Building the Foundation Training

CU Recovery has developed training programs that leverage our 28+ years of collection experience. Immediately improve the success of your collections through one-on-one training, group training sessions or online. [Take a look.](#)

- Customized Collection Call Training
- On-Site Consultation
- Online Training Courses



September Collection Tip - Repossession Decisions

Gather all of the known facts about your collateral, such as:

- Do you know the condition and mileage to estimate value?
- Can you find out where the collateral is?
- Are there other loans to cross collateralize against?
- Do you have a perfected lien?



End of Summer Recipes

Say farewell to summer at a backyard bash filled with delicious food.

[Get inspired.](#)



Welcome New Credit Unions

Welcome to the CU Recovery & The Loan Service Center family!