



CUR Collection Resource

Newsletter Exclusively for Credit Unions

Collection Academy



October 9-11, 2018 Sign up today! [Click here to register](#)

Cooling Summer Recipes



It's hot! Cool down with tasty fruit soups, cool drinks, and great desserts. [Click here](#) for recipes.

Outlook Tip

More Outlook keyboard shortcuts:

- **Cntrl+Shift+M**: create a new message
- **Cntrl+Shift+C**: create new contact
- **Cntrl+Shift+A**: creates an appointment
- **Ctrl+Shift+Q**: opens a new meeting request

The dog-days of Summer ... making those end of summer adventures happen, getting the kids back in school, and making plans for a strong finish to the third quarter. CU Recovery and The Loan Service Center can help your delinquency areas that need extra attention. You'll gain the additional momentum needed to finish the year strong.

Enjoy the newsletter!

Help Reduce Employee Stress

Do you want to see productivity go up and costs go down?



"..... you're accustomed to dealing with high stress levels, but what about your employees? Yes, they have stress, too. And when work stress builds up, your team members become less productive and emotionally disconnected, and they lose sleep." A recent article in *Inc.* gives some tips.

[Click here](#) for the full article.

BUILDING THE FOUNDATION

COMPLY For Collection Success

Our word for 2018 is **COMPLY**, each letter represents the topic of a 2018 Newsletter article.

- C**= Complex Issues
- O**= Open Communication
- M**= Meetings
- P**= Production vs Play

Studies continue to prove that employees with high stress jobs (like collections) need ways to blow off steam to stay at peak effectiveness. [Click here](#) to read the article. The articles can also be found on our [website](#).




From CU Recovery & The Loan Service Center

WELCOME
New Credit Unions



Welcome to the Credit Unions that have joined the CUR/LSC Family

 Follow us on LinkedIn

Visit our website

The Ultimate Educational Conference to Share Collection Knowledge

Here's a peek at one of the speakers and sessions for the 2018 Collection Academy . . .



What Matters Now™: Insights from Multicultural Consumers

Presented by **Opal Tomashevska**, Strategy Manager, CUNA Mutual Group

Understanding the unique values and experiences of multicultural consumers helps credit unions make closer connections to better serve this growing segment of the population. Why is it so important to know what matters to multicultural consumers? With continually expansive buying power, multicultural consumers have emerged as the #1 consumer force in this country. Join us for an in-depth look at the unique makeup and preferences of today's multicultural consumers, how these cultural differences impact business performance, and ways credit unions can reach and establish more meaningful relationships with consumer groups.

New location for 2018!
Embassy Suites Bloomington

Near the Mall of America, all 2-room suites
2800 American Blvd W | Bloomington, MN



October 9 - 11, 2018

Visit curecovery.com to register and see the full lineup of sessions and speakers.

CU Recovery & The Loan Service Center clients receive special pricing.

[Register Today](#)

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