



For Further Information Contact:

Wendy Elieff
SVP Business Development & Client Service
866.419.7861
wendy@curecovery.com

FOR IMMEDIATE RELEASE

**Collaborating for the Future
Connecting with Opportunity**



Wyoming, MN November 6, 2018

CU Recovery's 2018 Collection Academy was another successful exchange of ideas focused how credit unions can increase effectiveness in their collection departments.

The sold-out crowd included credit union participants from 28 states around the country. Many sent several people to take advantage of the rich content found in 9 separate sessions, roundtable discussions and in networking with their peers. Wendy Elieff, SVP Business Development and Client Service, facilitated the 2 ½ day conference. According to Elieff, the purpose of the conference was to "discuss current roadblocks and future ideas with peers to stimulate community

collaboration into the future". "CU Broadcast joined us to capture how the attendees and speakers felt about the impact the Academy has on credit union collection departments", Wendy continued.

The event started with a tour of CU Recovery headquarters. Attendees found visual illustrations of the values and commitment that CU Recovery/ The Loan Service Center provides for their clients and the industry. In the opening session, the hot topics of generational money values, multicultural consumers, and collection performance / goal setting were discussed by experts in the field. In a subsequent session, handling Military Lending Act issues were examined followed by spirited roundtable discussions that delved deeper into subjects covered in earlier sessions. Other time-periods included presentations on conflict management, confident approach to negotiations and workplace wellness. The conference ended with a fun look at what collections in 2025 might look like.

The next CU Recovery Collection Academy is scheduled for October 15-17, 2019 and will feature topics of interest, based on attendee feedback and concerns that surface during the year.

##

About CU Recovery & the Loan Service Center

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