

April 2019



CUR COLLECTION RESOURCE

Newsletter Exclusively for Credit Unions

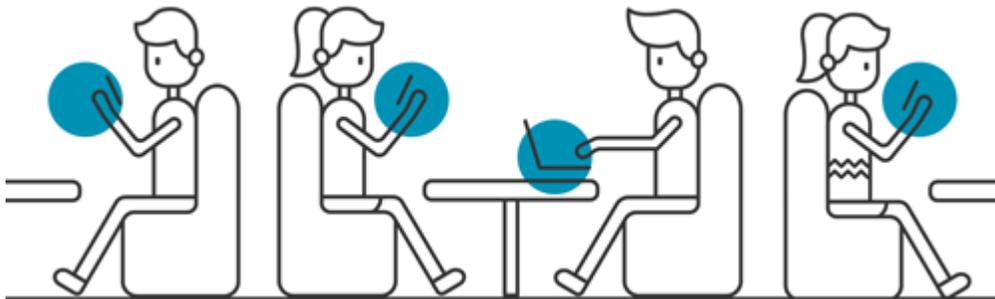


Spring has arrived!

The end of dark dismal winter days brings new energy not only in nature but in the workplace. Sunny days seem to clear our minds and lighten the office atmosphere.

Enjoy newsletter information on performance and resources that can help you spring-clean in your collection department.

Payment Experiences that Improve Performance



"Credit unions across the country are meeting members where they want to bank, but are digital payment options really that important?"

This [Infographic](#) from CreditUnions.com gives some facts about member payment experiences and credit union performance.

GROWTH for Collection Success Series

G = Greater Tax Return Collections **R = Resources** O = Outsourcing
W = Well-Oiled Operations T = Troubleshooting H = Helping Hand

GROWTH is the word for 2019 articles.

R = Resources for collection department success.

Think of 'resources' as internal or external assets needed to make your collection department work at peak efficiency. [Continue reading...](#)



Collaborate with Your
Credit Union Colleagues!



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 and learn more about the CU Recovery Collection Academy.

Submit Your Application for an Academy Scholarship by April 19!

The scholarship recipient will receive 1 free registration to the October 15 to 17, 2019 Academy plus up to 3 nights lodging at the host hotel.

[Apply online](#)

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



April Collection Tip

Remember that tone, pitch, inflection and even the speed at which you talk can have a powerful influence on your member. Speak somewhat slower and clearly. Above all SMILE, the listener can hear it!



Easter Recipes

Find great recipes for a beautiful Easter brunch or a delicious dinner. [Get inspired.](#)



[Welcome New Credit Unions](#)

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



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