

February 2018



CUR Collection Resource

Newsletter Exclusively for Credit Unions

Scholarship Program Open



CU Recovery and The Loan Service Center is offering a scholarship program for the CU Recovery Collection Academy, October 9 to 11, 2018. There are no asset size requirements or restrictions. The scholarship recipient(s) will receive 1 free registration to the 2018 Academy plus up to 3 nights lodging at the host hotel.

[Click here for submission information](#)

Recipes that Celebrate Love



Make Valentine's Day special with a fantastic romantic dinner and maybe

February is full of opportunities to celebrate. Of course, there is Valentine's Day! Also, a chance to remember the dedication and perseverance of America's founding fathers, Academy Registration and Scholarships open and what about anticipating what you might do with your tax refund.

Read on to find out more about what people do with their tax refunds! Enjoy the newsletter.

What Americans Do With Their Tax Refunds

Is Your Credit Union Getting Paid First?



In 2018, 62% of Americans expect to receive a tax refund from either the IRS or their state according to a recent study by Qualitrics and Credit Karma Tax. 43% of Americans surveyed plan to use their tax refunds to improve their financial situation or as a strategy to eliminate debt.

Does your credit union have a plan to encourage members to pay their outstanding debts first during the mid-February through May prime tax refund season?

[Click here](#) to see a breakdown of how collection experts add momentum to their debt payment strategy.

fun cookies for the kids.

[Click here](#) for recipes to pour your heart into.

Outlook Tip

Find a date on your Calendar quickly.

Try this tip: From your calendar, click Ctrl + G to open the "Go To Date" dialogue box which can jump to any date in the calendar.

WELCOME
New Credit Unions



[Welcome to the Credit Unions that have joined the CUR/LSC Family](#)

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BUILDING THE FOUNDATION INFORM For Collection Success

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

C= Complex Issues

Dealing with multiple state jurisdictions, collecting through Native American reservations, and deceased member complications, to name a few, can be daunting.

[Click here](#) to read the article. The articles can also be found on the [website](#).

2018 Collection Academy Registration

Top Reason Why You Should Attend the 2018 Collection Academy

1. Because **KNOWLEDGE** and **CONTINUING EDUCATION** matter, for everyone - including collection professionals like you! Stay on top of credit union trends, regulations and challenges.

**REGISTRATION NOW OPEN
WITH EARLY BIRD PRICING!**



October 9 - 11, 2018

In an interview about the value of the Academy, Wendy Elieff, Senior Vice President of Business Development and Client Service, said: "*The Academy is designed as an educational stepping stone with ideas that can help collection departments serve their members in resolving outstanding debt.*"

For the past several years the Academy has sold out. Don't miss your chance to attend this premiere event, especially at early bird pricing! [Click here to register.](#)

**New Location for
the 2018 Academy!**

**EMBASSY SUITES
BLOOMINGTON**



ALL SPACIOUS 2-ROOM SUITES!

