

grilled steak.
[Click here](#) for recipes.

Outlook Tip

Outlook has unique keyboard shortcuts so you don't have to waste time moving your mouse around or drilling down through menus.

- **Ctrl+R**: reply to email
- **Alt+R**: reply to all in email or switch to the work week calendar view
- **Alt+W**: forward email or switch to the weekly calendar view
- **Ctrl+M**: F9 to Send/Receive all
- **Alt+S**: Send email
- **Ctrl+G**: open the "Go to date" dialog to jump to any date in the calendar

WELCOME

New Credit Unions



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

 [Follow us on LinkedIn](#)

[Visit our website](#)

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

O= Open Communication

M= Meetings

Ugh, the dreaded word ... we are all too busy to attend endless meetings and still get our work done, right?

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



From CU Recovery & The Loan Service Center

The Ultimate Educational Conference to Share Collection Knowledge
[Announcing our fabulous lineup of speakers and sessions for the 2018 Collection Academy!](#)

Here's a peek at just one of the sessions built exclusively for credit unions . . .



Collections Performance Goals and Scores

Presented by **John Basco**

VP of Asset Quality/Auto Core Product Manager First Financial Credit Union

Learn how one credit union has implemented goals and scoring to increase department productivity and morale, and decrease delinquency.

With 33 years in the financial industry, 24 with credit unions, John provides collections and lending consulting to credit unions nationwide.

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.