



CUR Collection Resource

Newsletter Exclusively for Credit Unions,
October 2018

Successful 2018 Collection Academy



Great speakers and a chance to meet peers.



Save the date! October 15-17, 2019



[Check out the great interviews from CU Broadcast at the Academy!](#)

Cooler nights, spectacular Fall colors, spiced cider and Tick or Treats. Fall is here, time to put together your strategy and budget for 2019. Include training in your action plan to increase staff effectiveness by adding more tools to your staff's toolbox. Enjoy the newsletter!

4 Budget Priorities for 2019

Take a look at how *Impact Budgeting* works



"..... It's easy to fall into the trap of just doing the "same 'ol, same 'ol" when we work on our budgets. We review what we did last year, being careful not to make too many drastic changes. Maybe we increase some dollars in one area while reducing the investment in another." A recent article from **On the Mark Strategies** brings up some very good points that should be considered.

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

Halloween Recipes



Spooky recipes and party ideas for Halloween!
[Click here](#)

Outlook Tip

Do you regularly need to use a standard passage of text? You can save it as a **Quick Part** for easy insertion into your emails.

- Highlight text in compose area.
- Switch to **Insert** tab.
- Click **Quick Parts** dropdown.
- Select **Quick Parts** gallery

When you start typing the phrase, you'll see it pop up as a suggestion – hit return to insert it in full.

WELCOME

New Credit Unions

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



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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

L= Lessons Learned

It is true that we learn by our mistakes. Easier yet to learn through the experience of others. [Click here](#) to read the article. The articles can also be found on our [website](#).



From CU Recovery &
The Loan Service
Center

“Super K” is
now online!

And he has a special
offer just for YOU
as a past training
participant.



The wait is over! After more than 5 years of taking our collection training on the road an online version of our popular course is now available. No need to leave your office for a refresher from Steve, our collection training expert. His guidance is now available to you, when you need it, and on a schedule that fits your busy day. The **Training On The Go** program consists of 4 video modules and accompanying materials, providing you with proven best practice tools to ensure productive collection calls.

[Purchase & More Details](#)

[View a Sample Module](#)

- Learn the importance of messaging
- Master the CUR Collection Call Roadmap
- Learn how to use Call Assessment forms for better call quality
- Customize the program to fit your needs and schedule

