



**CU Recovery**<sup>®</sup>  
& The Loan Service Center

A PSCU Company

**NEWSLETTER**

February 2020



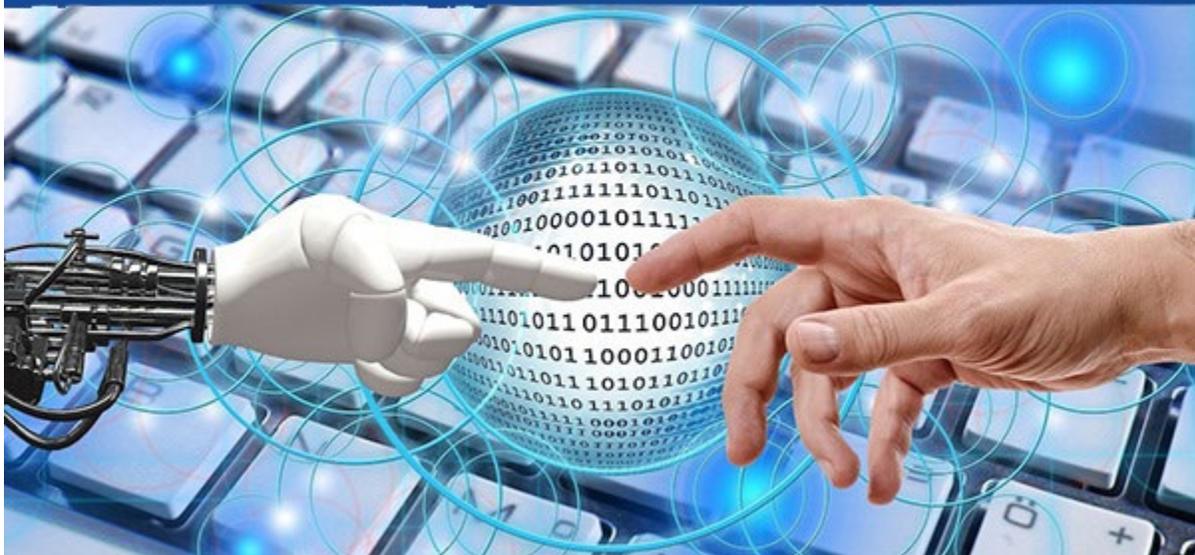
## February!

A month of happenings. Everything from groundhogs to winter weather to honoring the people in our lives.

In this issue we celebrate the little successes that make a collection department great.

Enjoy the newsletter.

## A Talent Imperative Facing Credit Unions



2020 seems to be shaping up as the year of how human connections work with AI, bots and a plethora of technology enhancements. Technology makes it easier, but people make the difference.

"Helping one member improve their FICO score may lead them to a new job which creates economic stability for their whole family."

Read more in this [article](#) from CreditUnions.com

## STABLE Collection Success Series

S = Success Story T = Tactics A = Adapting B = Building L = Learning E = Energize

**Stable** is the word for 2020 articles.

### S = Success Stories

"There are no traffic jams along the extra mile." – Roger Staubach

[Read the Article](#)



## Educational Opportunities

### 2020 Collection Academy Scholarships

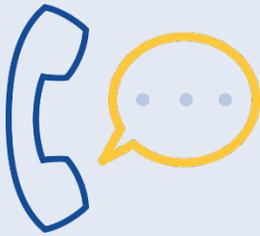
CU Recovery and The Loan Service Center is offering a scholarship program for the CU Recovery Collection Academy, October 13-15, 2020. Scholarship recipient(s) will receive 1 free registration to the 2020 Academy plus up to 3 nights lodging at the host hotel.

[Learn More](#)

#### Applicant Requirements

- Applicant must be a credit union employee involved in the collection department.
- Applicant must attend the Academy in 2020.
- The scholarship may not be transferred to any other person.
- The credit union may be a recipient 1 time every 3 years.
- Application deadline is April 17, 2020 at 3PM central time.





## February Collection Tip - Leaving Messages

In today's caller ID world, chances are you will be leaving messages on a high percentage of the collection calls that you make. Key areas to think about:

- Know how many messages will be left and over what time period before an acceleration decision will be made.
- Each call should have an increasing sense of urgency. Include the dates of previous messages.
- Have a prepared final message that clearly states that a decision is being made about their loan.



### Winter Weeknight Dinners

Cozy up on a chilly winter night with a good, home-cooked meal. These recipes make that possible — even on busy weeknights. [Get inspired.](#)



### [Welcome New Credit Unions](#)

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

