



**Building the Foundation**  
◇ INFORM ◇ For Collection Success

**I = Information You Should Have**

**N = Need to Know – Managing Information**

*“The problem of information overload, therefore, may not be the quantity of it but our inability to know what to do with it.” – Danniell Tammet*

Knowing that collectors need to keep track of an amazing amount of detail to be the best at what they do, do your collectors spend as much time looking for notes, emails, or pertinent information as they do working their queue? Many times the information that they need ‘right now’ is infrequently used, and if notes are found it takes time to read and re-understand before using the information. A lot of collectors feel that it’s just easier to ask someone.

Having organized information readily available directly impacts a collector’s success, whether it is a ‘how to’ note or a record of the Member correspondence. This will help their productivity and focus by not even trying to remember everything ... in essence, de-cluttering their mind so that proper attention can be paid to the files in front of them.

The key is to make it easy to find and use information, not letting it become a burden. Start by distinguishing whether you are storing something because you will need to look it up or refer to often, or if you are simply storing it because you might need it in the future. For information that you need to look up a frequently, create a view or make it easy to get to the information fast.

**Managing information at your desk:**

- Is there an action (or task) in the incoming stream of information? If not, it’s a reference to be added to a subject matter file, folder or book.
- Consolidate notes, important to you, in an area that has quick and easy access ... include your ‘ah-has’.
- Where ever you look for information intuitively – it should be kept there.
- Out of sight, out of mind holds true for information. Keep the information you need handy.
- Archive (or get rid of) information that is no longer valid or useful.

The CU Recovery mission is to be the #1 resource to credit union collection departments. In addition to offering a comprehensive suite of collection services, the company shares its 25+ years of collection knowledge with credit unions nationwide through its Building the Foundation on-site training.

The CU Recovery, Inc. & The Loan Service Center, Inc. collection teams are your solution for all subjects relating to minimizing loan loss and maximizing recoveries from non-performing loans. Their experts can work with any loan type from zero days delinquent to charge off. Designed to meet your needs, *CU Recovery* is a full service collection agency dedicated to maximizing recoveries on charged off loans. *The Loan Service Center* provides staffing solutions for credit union collection departments to minimize losses on their active delinquent loan portfolio. *The Collection Academy* offers a curriculum of collection processes with tools that will be effective in your collection department. For more information: [www.curecovery.com](http://www.curecovery.com)