

AUGUST 2017



CUR Collection Resource

Newsletter Exclusively for Credit Unions

Getting Organized Outlook Tip

Accidentally send a message?

Try this tip: Go to Sent Items and double click into the sent email, then go to **Message > Actions > Recall > This Message**. The dialogue box will give you two options: 1. Delete unread copies of this message and 2. Delete unread copies of this message and replace with a new message. **Remember** to tick the box option "Tell me if recall succeeds and fails for each recipient".



2017 CU Recovery
Collection Academy
October 10-12
[More details here](#)

Summer isn't gone quite yet. Somehow back-to-school and Fantasy Football drafts seem early, but welcome non the less. We hope you can take some time from your busy schedule to enjoy the rest of summer's special moments.

Please enjoy the newsletter!

EXECUTIVE CORNER

Highest Credit Card Debt in History



American consumers just hit a scary milestone.

They now collectively have the most outstanding revolving debt — often summarized as credit card debt — in U.S. history, according to a report Monday released by the Federal Reserve.

[Click here](#) for an article from *Market Watch*

Sizzling Summer



Home grilling and barbecue recipes to close summer with a sizzle.

[Click here](#) for recipes.



It's all about sharing! If you have a tip or success story about department efficiency, office morale, or a best practice, [tell us about it here](#).

WELCOME New Credit Unions



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

BUILDING THE FOUNDATION INFORM For Collection Success

The life cycle of collections?

Growing economy + consumer debt at it's highest level in years = increased delinquencies. Already there and needing a bit more time to prepare?

[Click here](#) to read the article.

Coming Attractions!
Starring CU Recovery

We'll be at the following events . . .
Hope you can join us!

- September 12—14 - Orlando, FL
Temenos Educational Conference
temenos.com
- September 13—15 - Des Moines, IA
Iowa Credit Union League Conference
iowacreditunions.com
- October 5—7 - Overland Park, KS
Heartland Credit Union Annual Meeting
heartlandcua.org
- October 5—7 - Rancho Mirage, CA
CA Collectors Council Educational Conference
ccucc.com
- October 10—12 - Minneapolis, MN
CU Recovery Collection Academy
curecovery.com
- November 7 - Fort Wayne, IN
Collection Call Success - 1-Day Training
Hosted by 3Rivers Federal Credit Union - curecovery.com

STAFF COLLECTION TRAINING Building the Foundation Programs

To schedule a Building The Foundation Training Class for your credit union [contact your Client Service Representative](#)

Comments on CU Recovery's Training Sessions:

"I appreciate your encouragement, for the direction and changes I want to make in the collection department. It was money well spent! You helped me more than you realize and for that, I am grateful."

"I feel like I am a better collector and team member because of the training I had with Steve. I've been able to get more payments in, communicate better with our members and assist them in getting back on their feet better, and get better responses. I am thankful that our credit union was able to invest in this training."