



CUR Collection Resource

Newsletter Exclusively for Credit Unions

Getting Organized Outlook Tip

Outlook notifications driving you nuts?

Try this tip: Go to **Options > Mail**. Then disable the **Display a Desktop Alert** option.

Fall Comfort



Warm up on a crisp autumn day with soups, pot pies, roasts, and casseroles. Don't forget dessert, pumpkin treats, apple crisps!

[Click here](#) for recipes.

Collection Training

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

Fall is in the air, the leaves are turning and fun holidays are on the horizon. The season also brings budgeting and planning for the new year. CU Recovery can help with a insightful review of your collection department. [Find out how.](#)

Please enjoy the newsletter!

EXECUTIVE CORNER

Websites & ADA Lawsuits in the News



Website accessibility is in the news.

Credit unions are again being urged to ensure their websites are in compliance with the Americans with Disabilities Act in order to avoid being targeted by lawsuits.

[Click here](#) for an article from *CUtoday.info*

[Click here](#) for an article from *The National Law Review*

BUILDING THE FOUNDATION

INFORM For Collection Success

Resolving conflict is not just about people in the workplace.

The Holiday season ahead coupled with tragic disasters throughout the country can push members who are delinquent over the edge into confrontational conversations.

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

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."




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](#)

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Visit our website

Ultimate Collection Conference

Collection Academy Success



Educational sessions at conferences are especially valuable when the floor is opened up to attendee comments and experiences. Peer-to-peer and speaker-attendee interaction vastly improves both the reinforcement of, and usefulness of the subject matter.

Attendees at the the 2.5 day 2017 CU Recovery Collection Academy agreed: *"The CU Recovery Collection Academy is the best conference for people in the collections business I have ever attended. Topics are always relevant and informative."*

The next collection is scheduled for October 9-11, 2018 - Mark your calendars!