



COLLECTION NEGOTIATION BEST PRACTICES

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BERNSTEIN ■ BURKLEY

ATTORNEYS AT LAW

A business approach to legal service SM

AGENDA

I. Commercial Collections

- I. Collecting Internally
- II. Outside Collections
- III. Managing Your Customer Base

II. Consumer Collections

- I. FDCPA and State Regulations
- II. The Importance of Training
- III. Utilize Outside Collections

III. Unusual Circumstances

- I. Collateral
- II. Other Security



I. COMMERCIAL COLLECTIONS



COLLECTING INTERNALLY

- Credit and Collections Policies
- Timing Your Efforts

OUTSIDE COLLECTIONS

- When to Place
- Collection Agency v. Attorney

MANAGING YOUR CUSTOMER BASE

- Being Aggressive Without Losing Future Business
- How to Know When to Cut Bait



II. CONSUMER COLLECTIONS



FDCPA AND STATE REGULATIONS

- Know the Risks
- Stay Aggressive

THE IMPORTANCE OF TRAINING

- Create a Script/Handbook
- Monitoring and Compliance

UTILIZE OUTSIDE COLLECTIONS

- Agencies v. Lawyers
- Alternative Fee Structures



III. UNUSUAL CIRCUMSTANCES



COLLATERAL

- When to Seize and When to Wait
- Doubling Down

OTHER SECURITY

- Judgements
- Promissory Notes
- And More



Q&A

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