



**ACA INTERNATIONAL'S®
ESSENTIAL COLLECTION SKILLS & TECHNIQUES
AND
FDCPA: ESSENTIALS FOR COLLECTORS
OCTOBER 3-4, 2017**

Completing both the *Essential Collection Skills and Techniques (ECST)* and the *FDCPA: Essentials for Collectors* qualifies you to apply for the Professional Collection Specialist™ (PCS™) Certificate.
HURRY! REGISTRATION DEADLINE IS SEPTEMBER 25

**ACA Certified Instructor
Harry A. Strausser III, IFCCE**

**REGISTRATION FORM ATTACHED
SEATING LIMITED TO FIRST 18**

**October 3, 2017 (Tuesday)
8:30 - 4:30 PM**

Essential Collection Skills & Techniques
Red Lion Harrisburg Hotel East
4751 Lindle Road, Harrisburg, PA

**October 4, 2017 (Wednesday)
8:30 - 4:30 PM**

FDCPA: Essentials for Collectors
Red Lion Harrisburg Hotel East
4751 Lindle Road, Harrisburg, PA

ENROLLMENT INFORMATION: MACA Members Only: As a MACA membership benefit, you receive 50% off the cost of non-member enrollment. You must provide your ACA International membership number on the form, or the form will be returned to you.

Visit midatlanticcollectors.org and register using a credit card. See our home page **Calendar of Events**.

Essential Collection Skills & Techniques

October 3 - 8:30-4:30 (lunch included)
\$89.50 Mid-Atlantic Collectors Association Member (per day)
\$179 Non MACA Member (per day)

The ability to communicate and negotiate effectively with a diverse population of consumers will improve your collectors' results over time. In addition to artfully using communication to motivate consumers to pay, collectors must also understand the eight steps to conducting a thorough, compliant and successful call.

What you will learn: This substantial redesign of ACA's Professional Telephone Collectors' Techniques was designed to improve your collectors' ability to adapt to a variety of consumer personality types to secure more payments and reduce the number of broken promises to pay.

How you will benefit: Effectively communicate and negotiate with a diverse population of consumers and increase your collection results.

Professional Development Units

You will earn 1.50 PDUs for this online seminar, which can be applied toward ACA's TSP, PCS and Scholar/Fellow designations.

FDCPA: Essentials for Collectors

October 4 - 8:30-4:30 (lunch included)
\$89.50 Mid-Atlantic Collectors Association Member (per day)
\$179 Non MACA Member (per day)

Bridge the gap between understanding the law and applying it on the phone during conversations with consumers. This interactive, scenario-based seminar will help your collectors stay in compliance with the FDCPA in addition to understanding the consequences of FDCPA violations, responding to a wrong or third party, and avoiding harassment and other unfair practices.

What you will learn:

- * What are the consequences for doing something wrong under the FDCPA?
- * How should you respond to a wrong or third party?
- * How should you respond to a right party?
- * How do you avoid harassment and other unfair practices under the FDCPA.

How will you benefit: Reduce your liability and risk by learning how to apply the FDCPA basics to your collection conversations.

Professional Development Units

You will earn 1.50 PDUs for this online seminar, which can be applied toward ACA's TSP, PCS and Scholar/Fellow designations.

The Red Lion Harrisburg Hotel East is offering a discounted rate of \$105++ for the nights of Monday, October 2 and Tuesday, October 3. Telephone the hotel by dialing (717) 939-7841, and ask for the Mid-Atlantic Collectors Association rate. Rate expires September 18.

SEMINAR ENROLLMENT FORM
Return with payment no later than September 25
\$25 Late Fee if After Deadline

ESSENTIAL COLLECTION SKILLS & TECHNIQUES (ECST)
AND FDCPA: ESSENTIALS FOR COLLECTORS
Red Lion Harrisburg Hotel East (formerly Holiday Inn Harrisburg East)
4751 Lindle Rd., Harrisburg, PA
MACA Members – 50% off the cost of non-member enrollment

October 3 (8:30-4:30)
Essential Collection Skills & Techniques (ECST)
\$89.50 per MACA member, per day
\$179 per non-member, per day

October 4 (8:30-4:30)
FDCPA: Essentials for Collectors
\$89.50 per MACA member, per day
\$179 per non-member, per day

Credit card enrollment now available. Visit midatlanticcollectors.org and click through event date in the home page. Your company's ACA Membership Number will be required.

ACA Member # _____
Person completing this form: _____ Phone: _____
Company _____
Address _____ City/State/Zip _____

Please enroll the following (includes lunch and refreshments):

Enrollment #1: **October 3 (ECST)** **October 4 (FDCPA)**
Name _____ First name for badge _____
Email _____ ADA Special Needs _____

Enrollment #2: **October 3 (ECST)** **October 4 (FDCPA)**
Name _____ First name for badge _____
Email _____ ADA Special Needs _____

Enrollment #3: **October 3 (ECST)** **October 4 (FDCPA)**
Name _____ First name for badge _____
Email _____ ADA Special Needs _____

Enrollment #4: **October 3 (ECST)** **October 4 (FDCPA)**
Name _____ First name for badge _____
Email _____ ADA Special Needs _____

Enrollment #5: **October 3 (ECST)** **October 4 (FDCPA)**
Name _____ First name for badge _____
Email _____ ADA Special Needs _____

Enrollment #6: **October 3 (ECST)** **October 4 (FDCPA)**
Name _____ First name for badge _____
Email _____ ADA Special Needs _____

____ Number of Day One Enrollments
____ Number of Day Two Enrollments
____ Total Enrollments x \$89.50 (member) or \$179 (non-member)
\$ _____ Amount enclosed @ \$89.50 per person, per day (member) or \$179 per person, per day (non-member)

Make check payable to MACA and mail with form to: MACA, 116 Forest Drive, Camp Hill, PA 17011

Questions? Telephone Rose Jeffries by dialing (717) 730-9745. Enrollment confirmation will be sent via E-mail.