



Plan A and Plan B - *You can pay me now – or you can pay me later*

Somebody owe you money? Want it back?

Catherine Willson and Tim Paulsen are two of the best collection and legal experts in the business. Join them for a content-rich and interactive 'once a year' program

October 9, 2014
9 a.m. to 4 p.m. Registration 8:30 a.m.
Ontario Bar Association – 20 Toronto St

Reserve your seat and pay now on-line at:

www.incprocollect.com/plans

Persuade first. It is easier, faster and cheap. Negotiations come next, 'I give – you give'. If that doesn't work, effective legal action may be your only option.

Cost:

\$149 for morning or afternoon

\$199 attend both

Plus HST

(includes coffee – not lunch)

FOR MORE INFORMATION:

CONTACT

416-691-2648

admin@incprocollect.com

Morning Session 9 to 12:

SMART Collection Techniques with Tim Paulsen

Techniques to help you collect your money faster and still keep your customers.

- Master the 3 phases of a collection call
- Write powerful and persuasive email
- Overcome usual and 'never heard before' excuses and delays
- How to tailor to specific types of customers
- The special collection voice
- Effective negotiations
- Handle and turn around the irate debtor

Afternoon Session 1 to 4

Plan B – Take it to Court, Catherine Willson, Counsel for GSNH

Don't throw good money and valuable time after a debt that may never be collected. Learn how to do it right with one of Canada's foremost experts.

- How to draft a winning claim
- Defence and Defendant's Claim
- Settlement Hearing – Effective Strategies for settling a claim before trial
- Be prepared for trial – what to expect
- Enforcing a judgment and the deadbeat debtor
- Flowcharts summarizing steps in a Small Claims Legal Action
- Rules Forms and Fees.

You may register by phone, online or complete this form and mail to with cheque, payable to T. R. Paulsen & Associates, 67 Hillingdon Ave, Toronto, ON, M4C 3H9 (416) 691-2648 www.incprocollect.com/plans

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