



5th World Credit Congress & Exhibition

The Global Summit of Credit and Collection Professionals

ROMANIA • 8-10 JUNE 2016



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Agenda

8:30 - 9:00 Foyer - Registration & Welcome Coffee

9:00am - 13:30pm Pre-Conference Workshops - Wednesday, June 8, 2016

The objective of the workshops is to provide current best practices and resources to participants to enable them to return immediately to their supporting enterprises and deliver value.

Workshop 1 / Room B: Credit, Finance and Operations Best Practices Sector: Commercial Credit Risk

Objective: Present the best tools to optimize the extended supply chain, realizing the risk from a broader perspective that includes an analysis of its contribution as a profit center. To give an overview of best practices of credit management operations under relevant entities in Europe in contrast to international practices.

9:00 - 11:00 Key Success Credit Factors in Sales Support

Presented by: Declan Flood, FIACP, FCICM, The Credit Coach, Irish Credit Management Training, Author

Content:

- Operational Experience and Development
- Critical Performance Indicators
- Best Practices and Impact on Company Growth

11:00 - 11:30 Foyer / Coffee Break & Networking

11:30 - 13:30 Optimizing Credit Value in the Supply Chain

Presented by: Patrick O. Connelly, PhD FICM, ICRP, CGBP, Tao Institute for Credit Risk Mgt., Adjunct Professor, author

Content:

- Optimizing Top and Bottom line
- Driving Profitable Sales Growth
- Portfolio Development

Workshop 2 / Room C: **Consumer Debt Collections Best Practices** Sector: **Consumer Credit Risk**

Objective: Through this workshop there will be presented the best tools to develop proper operation of a collection center based on international standards. Best practices in design strategy, portfolio segmentation and analysis to improve KPI's while managing consumer debt collections.

9:00 - 11:00 Effective Consumer Debt Collection

Presented by: Luis Eduardo Pérez Mata, President ICM and President WCCE

Content:

- New Paradigms for debt collections
- The new value of customer in debt management
- How to manage the new scenario
- Adapting the call model

11:00 - 11:30 Foyer / Coffee Break & Networking

11:30 - 13:30 Succeed by Adapting Communication Practices ... or Die

Presented by: Eugene Joubert, MBA, FICM, MCE (Int), M.Ins D, Group Chair Corporate Rebels, Author

Content:

- Learn current best-practice solutions to reduce threat impact
- Focus on the opportunity following a collection event
- Consider behavior modification as solutions CSF
- Discuss possible implementation strategy.

13:30 - 14:30 / Restaurant Champions - Business Lunch

18:00 - 20:00 / Constanta Room - Cocktail Reception (Only with prior registration)

Congress Day 1 - Thursday, June 9, 2016

9:00 - 13:00 Grand Ballroom / Opening Plenary Sessions

Time	Plenary Sessions
9:00 - 9:30	5th WCCE Opening Ceremony Luis Eduardo Perez Mata , President ICM and President WCCE Cristian Ionescu , Country Manager Expense Reduction Analysts RO and Member of the Organizing Committee WCCE 2016
9:30 - 10:00	Romania - Where from and where to? The macroeconomic journey and its opportunities and threats that lie ahead Anca Paliu Dragu , Minister of Finance of Romania
10:00 - 11:00	Emerging and Developing Market Challenges in the Region [tentative title] Daniel Thorniley , President of DT-Global Business Consulting GmbH
11:00 - 11:30	Foyer / Coffee Break & Networking
11:30 - 12:00	Insight into Credit Infrastructure, Reporting and Risk Management in the Region's Developing Countries Fabrizio Fraboni , World Bank Management Group Eastern and Central Region
12:00 - 12:30	Macroeconomic Outlook for Central and South East Europe Bojan Markovic , Deputy Director, Economics, Policy and Governance, EBRD
12:30 - 13:00	Driving Further Economic Recovery in Eastern and Central Europe Catalin Pauna , Senior Economist at World Bank / Moderator: Radu Soviani , Economic Journalist & Publisher
13:00 - 14:00	Foyer / Business Lunch

14:00 - 17:30 Breakout Sessions

Time	Commercial Credit Risk Track Room AB	Credit Risk Management Services Track Room C	Consumer Credit Risk Track Room D
14:00 - 15:00	Transitioning towards Shared Services Speaker: Mark Harrison Seasoned Executive Special Competency in Eastern Europe ACCEE, author	Valuing Credit Insurance in an Enterprise Growth Model Speaker: Ed Goos , CEO Euler Hermes Central and Eastern Europe France Eugen Anicescu , CEO Coface Romania <ul style="list-style-type: none">• Available Technology• Behavior Scoring• Revenue Management• Adjusting the Process Flow• Risk Mitigation	Best Practices in Consumer Debt Collections Speaker: Rayna Mitkova - Todorova Chairwoman, Association of the Collection Agencies in Bulgaria & Managing Director & Partner, EOS Matrix <ul style="list-style-type: none">• Greatest progress features in effecting a solution• Necessary awareness areas for effective conclusion• Floor operations best practices

Congress Day 1 - Thursday, June 9, 2016

Breakout Sessions			
Time	Commercial Credit Risk Track Room AB	Credit Risk Management Services Track Room C	Consumer Credit Risk Track Room D
15:00 - 16:00	<p>Improving Cash Flow Through Technology Speaker: Dr. Tjaart van der Walt Group Director Corporate Rebels, South Africa</p> <ul style="list-style-type: none"> • Use of technology • Behavior scores • Revenue management • Adjusting process flow • Risk mitigation 	<p>Trade Finance as a capital strategy solution Speaker: Olivier Nifle, CEO CESCE France Elisa Rusu, Banca Transilvania</p> <ul style="list-style-type: none"> • More practical to cover, sell or factor the receivable • Comparative costs of the service in the region • How does factoring impact the asset on the financial statements 	<p>The Impact of Global Protection of Personal Information Speaker: Eugene Joubert Chairman, Corporate Rebels, South Africa, Author</p> <ul style="list-style-type: none"> • Drivers of Information Protection • Global Trends • Case Study from Developing Market
16:00 - 16:30	Foyer / Coffee Break & Networking		
16:30 - 17:30	Panel Discussion		
	<p>Comparative Credit Risk Best Practices Moderator: Patrick O. Connelly TAO Institute, USA</p> <p>Panel members: Josef Busuttil, Malta Association of Credit Management (MACM) Thomas Voller, Avocat, Partner EuroConnectNet Aurimas Kacinskas, CEO Creditinfo Romania</p> <p>A lively discussion of the unique challenges and solutions in credit risk management in Eastern and Central European markets</p>	<p>The Receivable Asset. How to best manage aging receivables Moderator: Dr. Tjaart van der Walt Group Director Corporate Rebels, South Africa</p> <p>Panel members: Mirona Dolocan, Head of Corporate Recovery Division BCR Erste Bank Matei Florea, Partner at Schoenherr & Associates Georgina Popescu, Partner CDM JH Eugene Joubert, Corporate Rebels</p> <ul style="list-style-type: none"> • Corporate experience using third party services • Is fiscal period timing an influencer • Critical recommendations for potential clients of third party services • Is the exercise of introducing third party influence on corporate assets safe and appropriate 	<p>Trust. The Missing Component in Growth Moderator: Dan Pascariu Chairman of the Supervisor Board, UniCredit Bank</p> <p>Panel members: Okan Yurtsever, General Manager, Garanti Leasing Romania Dan Ostahie, CEO Altex Konstantinos Tovil, Executive Director Retail-Individual Customer Segment and Personal Banking, Bancpost Romania Alina Popa, Deputy Managing Director Insurance, Coface Romania</p> <ul style="list-style-type: none"> • Drivers that influences consumers and collections • Is the fault of default in the product and marketing • What solutions are offered to begin to resolve the default problem
20:00 - 24:00	Room D / Dinner Banquet (Only with prior registration)		

Congress Day 2 - Friday, June 10, 2016

8:30 - 9:00	Foyer / Registration & Welcome Coffee		
9:00 - 14:00 Breakout Sessions			
Time	Commercial Credit Risk Track Room AB	Credit Risk Management Services Track Room C	Consumer Credit Risk Track Room D
9:00 - 10:00	<p>Converting Threat of Collection Into Selling Opportunity Speaker: Josef Busuttil Malta Association of Credit Management MACM, Malta</p> <ul style="list-style-type: none">• Best practices in identifying the opportunity• Critical Success Factors in the Process• Case Study in Practical Process Application	<p>Financing Small and Medium Enterprises in the Region Moderator: Radu Soviani Economic Journalist & Publisher</p> <p>Panel members: Zoltan Prosszer, CEO Romcab Bojan Markovic, Deputy Director, Economics, Policy and Governance, EBRD Lucian Anghel, President of the Board of Governors, Bucharest Stock Exchange; President of the Executive Committee, BCR Banca pentru Locuinte Vlad Micu, Executive Director Corporate Banking, Bancpost</p> <ul style="list-style-type: none">• How best to prepare the company to request funding• Is access better in one market over another• The impact of performance and character of the enterprise	<p>Responsible Lending – an International Approach Speaker: Declan Flood FIACP, FCICM The Credit Coach Irish Credit Management Training</p>
10:00 - 11:00	<p>Best Practices in Organizational Credit Risk Professional Development Speaker: Declan Flood FIACP, FCICM, The Credit Coach Irish Credit Management Training</p> <ul style="list-style-type: none">• Methods resulting from Best Practices - Standards(?)• Acquiring and Retaining talent ... and consistency• Value of both experience and education ...Sharing	<p>Creating Enterprise Advantage in European Union Courts – Preplanning is Key Speaker: Paul de Dree, Thomas Voller, Avocats Euro CollectNet</p> <p>Join this session to better understand EU-focused business preparation enable you to legitimize debt, reduce losses and more profitably expand into the market. Better understand the benefits outlined in the Lugano Convention</p>	<p>Introduce Mitigation to Drive Enterprise Growth Speaker: Georg Kovacs President of AMCC and Member of the Board at Optima and Managing Director of EOS KSI Romania</p> <ul style="list-style-type: none">• Best Practices in Opportunity Identification• Critical Success Factors in the Process• Case Study in Practical Process Application
11:00 - 11:30	Foyer / Coffee Break & Networking		

Congress Day 2 - Friday, June 10, 2016

Time	Commercial Credit Risk Track	Credit Risk Management Services Track	Consumer Credit Risk Track
11:30 - 12:30	Panel Discussion		
	<p>Credit Risk Management Now Warrants a Seat “At the Table”</p> <p>Moderator: Agata Szydlowska Head of Financial Inclusion & Credit Bureau Awareness, Creditinfo</p> <p>Panel members: Josef Bussutil, Malta Association of Credit Management (MACM) Mark Harrison, CEO, ACCEE* Dr. Tjaart van der Walt, Group Director Corporate Rebels</p> <p>How best to approach the issue within the organization.</p>	<p>New Perspectives on Consumer Debt Collection</p> <p>Speakers: Luis Eduardo Perez Mata, President ICM, Mexico Eugene Joubert, Chairman, Corporate Rebels, South Africa</p> <ul style="list-style-type: none">• Key features of efficient compliance• Essential requirements to sustain compliance• How the competition is responding to regulatory mandates• Are mandates successful in achieving risk objectives	<p>Managing the NPL Portfolio Purchase to a Resolution</p> <p>Moderator: Jonathan Wheatley Director, European Portfolio Advisory Group - CEE, PWC</p> <p>Panel members: Claudiu Bud , Sales and Servicing Director KRUK Matija Arapović, President Debt Collection Association Croatia, Director Prima Solvent Georg Kovacs, Managing Director of EOS Pavle Vljacic,Managing Partner CDM in Serbia</p> <ul style="list-style-type: none">• Odds of full repayment of the NPL and the impact on portfolio suitability• Tactics to transform NPL portfolios into performing loans• Current trends in appetite for NPL in market segments of industries• Prospective appetite for the NPL portfolio
12:30 - 14:00	Foyer / Business Lunch		
14:00 - 16:00 Grand Ballroom / Closing Plenary Sessions			
14:00 - 14:45	<p>Professional Continuous Development- a Bio-Feedback Approach</p> <p>Patrick O. Connelly, TAO Institute, USA</p> <p>Transform a slow or stagnant professional career by introducing drivers to grow your career, the value of your employer’s enterprise while making a more meaningful contribution to your market. Take control of your destiny...NOW</p>		
14:45 - 15:30	<p>Credit Management in Central Europe</p> <p>Andriy Sichka, Development Director, Association of Credit for Central and Eastern Europe ACCEE, Ukraine</p>		
15:30 - 16:00	<p>5th WCCE Closing Observations and Ceremony</p>		



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We will be glad to meet you!

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