

# COLLECTING DIFFICULT ACCOUNTS (HRD Corp Programme Number : 1000145854)

## COURSE MODULES

- Understanding Accounts Receivable, Doubtful Debts and Bad Debts
- Relationship between AR, CF and Profit
- Debt Collection
- Credit Assessment and Policy
- Legal Action



**INTRODUCTION** :- Many organisations finding it hard to collect money from their customers the overdue accounts despite knowing that these customers could easily pay the said amount. The staff responsible for the collection need to stay on

top of the situation knowing that everyone seems to be avoiding their calls and giving every excuses that could be generated. They also have to deal with angry customers, sending countless collection and follow up letters that have to be carefully worded and handling legal issues. This “Collecting Difficult Accounts” training seek to help the staff to collect such difficult accounts.



## WHO SHOULD ATTEND?

- ✓ Credit Controllers, Executives and Managers
- ✓ Finance and Accounts Assistant, Executives and Managers
- ✓ Marketing Personnel in charge of collection
- ✓ Business Owners
- ✓ Individuals tasked with monitoring, collecting and recovery of Accounts Receivable

## TRAINER PROFILE : Mr. Tan Chee Wan

**Qualifications:-** Fellow member of Chartered Institute of Management Accountants-FCMA(UK), Chartered Accountant (Malaysia), Chartered Global Management Accountant (CGMA)

### EXPERIENCE

He is a senior member (FCMA) of the Chartered Institute of Management Accountant, CIMA and a member of Malaysia Institute of Accountants, MIA since 1992. As the only pioneer CIMA Global Membership Assessor locally as well as in Singapore, he is actively involved with CIMA and has conducted in house training as well as public training programmes on Finance and Accounting both locally and overseas. Mr. Tan has more than twenty years of hand-on experience in difference areas of management and functions in diverse industries such as auditing, printing, construction, engineering, manufacturing and trading. Other than Finance, Auditing, Taxation, Corporate Finance and Credit Control, he also involved in business development, business strategic planning, budgeting and cost management.



**REGISTRATION FORM (HRD Corp Claimable)**  
**Collecting Difficult Accounts**  
 (HRD Corp Programme Number : 1000145854)



**PAYMENT DETAILS : Cheque / Direct Credit**  
 Bank & Cheque No. Amount :

**PARTICIPANTS' DETAILS**

Participant 1 Full name and I/C

Designation Contact Number

Email Address Vegetarian Meal

YES / NO

Participant 2 Full name and I/C

Designation Contact Number

Email Address Vegetarian Meal

YES / NO

Participant 3 Full name and I/C

Designation Contact Number

Email Address Vegetarian Meal

YES / NO

**ORGANISATION DETAILS**

Organisation :

Contact Person : Mobile Number:

Address :

Email : Fax :



Please make payment to :

**WANFAH PROSPER PLT**  
 ACCOUNTS NUMBER : 3812930508

BANK : Public Bank Berhad  
**FEE PAYABLE PER PARTICIPANT :**

Normal Price : RM1,078  
 Early Bird (15 days before event) : RM 958  
 Group Fee (>2 participants) : RM 838  
 Fee includes course materials, lunch and 2 tea breaks per day.  
 Claiming HRDF Levy? YES / NO

Date and Venue :

(Pls check our website <https://wanfahprosper.com/latest-events/>)

Contact : Cik Nor / Puan Nasifah / Mr. Tan  
 Tel : +603-51663399  
 WhatsApp : +60162634929  
 Email : [sales@wanfahprosper.com](mailto:sales@wanfahprosper.com)

**CANCELLATION / TRANSFER**

Upon registering, participant(s) are considered successfully enrolled in the event. Written cancellations / transfer notice (substitution or to later dates) received :

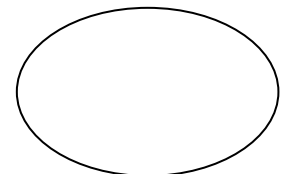
- More than ten (10) working days before the event, a refund (less administrative charge of 15%) will be made.
- Ten (10) working days or less before the event, no refund will be made.
- For no show on the day of the event, full payment is required. If you cannot attend the event, you can nominate a substitute at any time without payment of an administration fee.
- A full (100%) refund may be granted if the course is cancelled by Wanfah Prosper PLT (WFP). WFP reserves the right to postpone or cancel the event and / or change facilitator at any time should circumstances beyond its control arises. WFP also reserve the right to make alternative arrangements without prior notice should it be necessary to do so.

**DATA PROTECTION**

Personal Data is gathered in accordance with the Personal Data Protection Act 2010 (Act 709)

**DISCLAIMER**

Upon signing this registration form, you are deemed to have read and accepted the terms and conditions herein.



Authorise Signatory

Organisation stamp