



FCN University

Sharing what we know to help you create magic!

2017 Schedule

Join us for some **Newly Developed & Oldie But Goodie** classes!

Financial Credit Network feels very strongly about client education. We have the finest on-going training and education opportunities for our clients available within the industry. FCN University was created in 2015 to offer our clients the opportunity to take advantage of our knowledge utilizing today's technologies.

<u>Topic</u>	<u>Scheduled Date</u>
What you need to know about the TCPA (Telephone Consumer Protection Act)	January 12
Roadmap to Reporting*	February 15
Tips & Tricks of Client View*	March 15
Converting Disputes to Solutions	April 20
Consumer Attorneys Who Target Collection Agencies*	May 18
Identity Theft	June 21
Introduction to Client View.....	July 12
The Life and Times of an Account*	July 20
Collecting Within the Law (Session I).....	August 10
Collecting Within the Law (Session II).....	August 17
Collecting Within the Law (Session III).....	August 24
What You Need to Know About Credit Reporting Disputes*	September 14
Exceptional Customer Service	October 19
Tips & Tricks of Client View.....	November 15
FCN Client Documents 101*	December 13

**Denotes a newly developed offering!*

All webinars are held from 10 - 11 a.m. and seating is limited. We are excited to be able to continue to offer these training opportunities to our clients at no additional cost. **Mark your calendars today!**

Watch for email notifications with registration information a week prior to each class. If you are unable to attend a session, please contact our office - we have some new options this year!



**Call us for more information at 800-540-9011
or email Venita Jourdan at vjour@fcnetwork.com**