

Exam Registration Information:

Candidate Names and E-mails (e-mail required)
(if more than four people, please attach a separate sheet).

1. Name _____
E-mail _____
2. Name _____
E-mail _____
3. Name _____
E-mail _____
4. Name _____
E-mail _____

**Note: The candidate will have 60 days from the date the exam is e-mailed to the exam monitor to complete the exam.*

Billing Information:

Please note that IACC cannot bill non-members or individual collectors.

- Payment enclosed
- Bill my company
- Bill my credit card:
 - Visa
 - MasterCard
 - American Express

Card Number _____
Expiration date _____
Name on Card _____
Authorized Signature _____

Return order form to:

IACC
4040 West 70th Street
Minneapolis, MN 55435
Fax: +1(952) 926-1624

If you have any questions, please contact IACC at +1(952) 925-0760, by e-mail at iacc@commercialcollector.com or visit our Web site at <http://www.commercialcollector.com>.

“ All of our collectors are IACC certified before ever fielding their first commercial call. The IACC professional/sales-oriented philosophy is consistent with the collection approach that we advocate at Lamont, Hanley and Associates. Additionally, the IACC accreditation gives us a leg up on our competition from a marketing perspective. Potential clients seem more comfortable knowing that the third-party collectors entrusted to handle their accounts are all IACC certified. ”

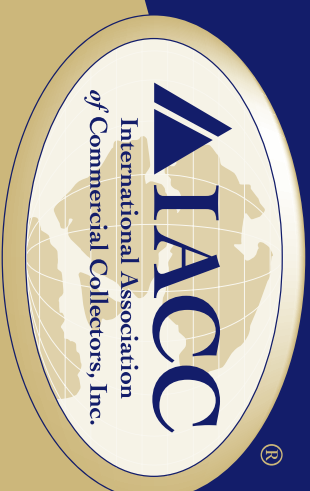
— Jeff Cote,
IACC Certified Commercial Collector
Vice President of Commercial Collections
Lamont, Hanley & Associates



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Revised 10/09



**IACC Certified
Commercial Collector
Program**

TRAINING & EVALUATION
EMPLOYEE MOTIVATION
MARKETING EDGE



The designation recognized for professional excellence.

For over 35 years, the International Association of Commercial Collectors, Inc. (IACC) has promoted excellence through the training and education of commercial collection professionals.

IACC believes that collectors must be knowledgeable about a wide variety of business and legal concepts for their agency to compete effectively in the challenging commercial collection industry. Whether you have new collectors to train or experienced collectors to motivate to higher levels of performance, the IACC Certified Commercial Collector Program is an affordable tool to help you reach your staff training goals.

The *IACC Certified Commercial Collector Course* explores the following topics in an organized, easy-to-read format perfect for training or industry review:

- Methods of contracting debtors
- Skiptracing
- Overcoming objections to payment
- Asset location training
- Collection problems and solutions
- Commercial law definitions
- Using a sales approach to collections
- Motivating the debtor to pay
- Various credit instruments

Once collectors master the material in the course, they may demonstrate their knowledge by taking the *IACC Certified Commercial Collector Exam*. The exam may either top off an agency's comprehensive training program for new employees or be used to evaluate the skills and knowledge of more experienced employees.

In addition to the productivity gained by employing thoroughly trained collectors, your agency will also benefit from the unique and impressive marketing edge of having a staff of IACC certified professionals. When your collectors attain the designation of IACC Certified Commercial Collector, your clients and potential clients are assured that knowledgeable industry experts will be handling their accounts.

Eligibility

The exam is available to anyone involved in the commercial collection field.

Preparation

The *IACC Certified Commercial Collector Course* serves as an excellent study guide for exam preparation. With the course on CD, the candidate can study anywhere they have computer access. Or, print it out and study from a hard copy.

Taking the Exam

Certification program candidates take the exam online in their own offices. The Web-based exam is monitored by a designated supervisor. The candidate will receive his/her login ID and password from the supervisor once the candidate is ready to take the exam. The exam consists of 60 questions based on the material covered in the course and takes about an hour to complete. Once the exam is finished, candidates will receive their score and be instructed as to what will happen next.

The Certification Process

A score of 80 percent or better is required to pass the exam. Upon passing the exam, candidates will receive a certificate, an announcement in IACC's newsletter, *Scope*, and a press release for distribution to local press outlets. Those who pass the exam may indicate that they are an IACC Certified Commercial Collector on business cards, letterhead and other printed material.

Recertification

Recertification by exam is required every three years to maintain the designation. Certified collectors will be notified several months prior to the expiration of their current certification with a reminder to schedule the recertification exam.

IACC Certified Commercial Collector Course Order Form/Exam Application

Prices:

IACC Collector Certification Exam*
 Member Price: \$99.00
 Nonmember Price: \$198.00

**Included in the exam price is the online exam and the course in PDF format. The course will be e-mailed to the exam monitor.*

Order:

Item	Amount	x	Cost/each	=	Item Total
IACC Certification Exam	_____	x	\$ _____	=	\$ _____
TOTAL					\$ _____

(Note: PDF document will be e-mailed within one week of receipt of this order. Please allow at least three weeks for the exam order to be processed and the codes to be e-mailed.)

Chosen Exam Date *(Please allow time for your staff to study the course material when choosing the exam date.)*

Name of Exam Monitor

E-mail address for Exam Monitor

Phone Number for Exam Monitor

Please be sure to complete the reverse side of this form. ➔