



# IACC Certified Commercial Collector Program

## The designation recognized for professional excellence.

**F**or over 40 years, the International Association of Commercial Collectors, Inc. (IACC) has promoted excellence through the training and education of commercial collection professionals.

IACC believes that a collector should be knowledgeable about a wide variety of business and legal concepts in order to be successful in the challenging commercial collection industry. Whether you are a new collector just looking for more training or an experienced collector looking to move to a higher level of performance, the IACC Certified Commercial Collector Program is an affordable tool to help you reach your goal.

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 contacting 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 you have mastered the material in the course, you can demonstrate your knowledge by taking the *IACC Certified Commercial Collector Exam*. The exam may either top off your comprehensive training as a new collector or be used to gauge your skills and knowledge as an experienced collector.

In addition to the efficiency gained by being a certified collector you will also have the unique and impressive edge over other collectors by having this certification. When you attain the designation of IACC Certified Commercial Collector, your employer can be assured that a knowledgeable industry expert will be collecting on the 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 as a PDF, 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 is required every three years to maintain the designation. Certified collectors will be required to attend a series of continuing education online seminars. Each collector will need to attend a total of five online seminars within the three-year recertification period.

# 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 \_\_\_\_\_ x \$ \_\_\_\_\_ = \$ \_\_\_\_\_

Certification Exam

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.)*

## Exam Date Reminder

*You will have six months from the date the exam is sent to you to complete your exam.*

\_\_\_\_\_  
Name of Exam Monitor

\_\_\_\_\_  
E-mail address for Exam Monitor

\_\_\_\_\_  
Phone Number for Exam Monitor

## Return order form to:

IACC

3200 Courthouse Lane

Eagan, MN 55121

Fax: (952) 926-1624

If you have any questions, please contact IACC at (952) 925-0760, by e-mail at [memberservice@commercialcollector.com](mailto:memberservice@commercialcollector.com) or visit our website at <http://www.commercialcollector.com>.

## Exam Registration Information:

### 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 \_\_\_\_\_

## Billing Information:

Payment enclosed

Bill my credit card:

Visa  MasterCard  American Express

Card Number \_\_\_\_\_

Expiration date \_\_\_\_\_

CVC \_\_\_\_\_

Name on Card \_\_\_\_\_

Authorized Signature \_\_\_\_\_

