

DATE FOR YOUR DIARY

Half -Yearly Meeting

For CSA & DBSG Members

Leicester Marriott, Smith Way, Grove Park, Leicester

Tuesday 9th & Wednesday 10th February 2010

Your Association

Your Half-Yearly Meeting



**CLIMATE CHANGE FOR OUR
INDUSTRY**

csa²
credit services association

dbsg^{csa}
debt buyers & sellers group

Includes Afternoon Compliance Clinic

Half Yearly Meeting Booking Form

CSA & DBSG Members Half Yearly Meeting Tuesday 9th and Wednesday 10th February 2010

The Leicester Marriott
Smith Way, Grove Park, Leicester, LE19 1SW, United Kingdom

Registration Details

Company Name:			
Address:			
Telephone:		E-mail:	

DELEGATE DETAILS

NAME	Tuesday Dinner £55	Wednesday Conference £175		Total
		Debt Buying & Selling Session	Collections Session	

Topical Table of Preference for the Networking Reception:
(If more than one delegate please feel free to tick multiple choices.
However, please note there will be no formal seating plan):

- | | |
|--|---|
| <input type="checkbox"/> Compliance | <input type="checkbox"/> Data Governance (DBSG specific) |
| <input type="checkbox"/> B2B / SME | <input type="checkbox"/> Data Quality (DBSG specific) |
| <input type="checkbox"/> Public Affairs | <input type="checkbox"/> Sellers (DBSG specific) |
| <input type="checkbox"/> PR / Marketing | <input type="checkbox"/> Best Practice & Governance (DBSG specific) |
| <input type="checkbox"/> Money Advice Sector | <input type="checkbox"/> Seller Audits (DBSG specific) |
| <input type="checkbox"/> Training | <input type="checkbox"/> Best Practice & Compliance (DBSG specific) |
| <input type="checkbox"/> Association Table | |

Sub Total	
Multiple Discount —10% off sub total (More than 1 delegate from same company)	
SME Discount —10% off sub total (If applicable, see notes)	
Sub Total (After Discounts)	
VAT at 15%	
TOTAL	

<p>NOTE:</p> <ol style="list-style-type: none"> SME discount for members with a turnover less than £500,000 All prices are subject to VAT @ 15% Prices do not include overnight accommodation 	<ol style="list-style-type: none"> Please inform us (on a separate sheet) of any special dietary Requirements VAT at the Prevailing rate, for any bookings that overlap into the New Year
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Payment Details: CSA & DBSG events are run by CSA (Services) Ltd—include payments, payable to same, with form/invoice

<input type="checkbox"/>	CHEQUE enclosed £_____ please make payable to CSA (Services) Ltd		
<input type="checkbox"/>	Credit Card No:	Type:	Only Visa or MasterCard can be accepted <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard
	Security Number: <small>Last 3 digits on the signature strip</small>	Expiry Date:	
	Card Holder Name:	Signature:	

BACS Payment: Bank Account Name: CSA (Services) Ltd, **Sort Code:** 01-01-42, **Account Number:** 17030919, **Bank:** NatWest Plc, Bury Branch

Booking forms and payments should be returned to:

CSA (Services) Ltd, Wingrove House, Ponteland Road, Newcastle upon Tyne, NE5 3AJ
Tel: 0191 286 5656, Fax: 0191 286 0900

A VAT invoice will be issued as confirmation of your booking

Programme

Tuesday 9th February 2010 - Networking Reception

The networking reception grows in size every year and with an expected 160 members for this year's event—make sure your name is on the list. This is a great way for members to network, develop business opportunities and relax in the Atmosphere of the evening.

At this years networking evening, we will have **TOPICAL TABLES**, which will be hosted by your Board Members and Governing Committee making this the ideal opportunity to put your questions on particular issues forward and to find out what the plans are for 2010, within the particular areas such as Training, Money Advice or Compliance. Simply pick your table on the night and make your voice heard.

Places are always in high demand so make sure you book your place.

Wednesday 10th February 2010 - Conference Day

9.00 MORNING SESSIONS

- 09.00 Registration
09.15 **Welcome from New President** Roger Lucas
Update from DBSG Chairman Leigh Berkley
09.45 **Meet the CSA Board and DBSG Governing Committee** - Aims and plans for 2010 going forward
10.15 Q&A with the Panel

10.30 Networking Break

- 11.00 **Ratios in the World of Collections and Debt Buying and Selling are Changing - An Overview**
SPEAKER: Nigel Stirk, Partner, OC&C Strategy Consultants

CHANGING MARKETS - WORKSHOPS

Please Note: The workshops do run in parallel, timings match to allow you to move between workshops if you choose.

Debt Buying and Selling	Collections
<p>11.35 Are Purchasers now moving into Contingency Collections OR is there a move from Contingency Collections into Debt Purchase? A Debate SPEAKERS: Fredrickson International Ltd</p> <p>12.05 Client Audits for Sellers - Going forward are client audits for sellers by the CSA DBSG the answer for stretched sellers departments? SPEAKERS: Sarah Marshall, Senior Manager, Recoveries, Santander</p>	<p>11.35 Is there still a true business to business collection market? Are Consumer Collectors moving into B2B Collections OR are B2B Collectors moving into Consumer Collections? A debate SPEAKERS: Martin Smith, Risk & Compliance Director, Close Credit Management Limited AND</p> <p>12.05 Consumers testing the Industry Websites Debt Management Plans Judgements Claims Management SPEAKERS: Denise Crossley, Managing Director, Improved Financial Solutions Ltd AND Bob Kingdon, Operation Audit & Strategy Controller, 1st Credit Limited</p>

12.45 Lunch

Compliance Clinic

- 14.00 The CSA & DBSG Members Only Compliance Clinic is not only a fantastic opportunity for you to update yourself on compliance matters effecting the Industry, but it is also a unique chance to network and exchange views with other members who share the same area of expertise as you.

With updates on regulatory requirements and including open and interactive discussion on the topics that matter most to you as a business, the Compliance Clinic will have the answers.

Trace Consumer Fact Sheet and Advice Guide

The CSA, has been working on an advice guide for consumers on how to effectively and proactively deal with the frustration of mis-trace.

The Information Commissioners Office is delighted that the CSA is taking such positive steps to assist consumers, and have agreed to endorse the factsheet. Further information will be provided in the meeting.

- 15.30 CLOSE

Leicester Marriott

Hotel Details

The Leicester Marriott is located in a quiet business park, minutes from the M1 Motorway.

Leicester Marriott
Smith Way
Grove Park
Leicester
LE19 1SW (For Sat Nav. Enter: LE19 1SU)
United Kingdom

Telephone 01162 820100
Fax 01162 820101
Web: <http://www.marriott.co.uk/hotels/travel/emalm-leicester-marriott-hotel/>



Accommodation

For delegates wishing to stay at the hotel, a special CSA delegate rate has been agreed:

Single B&B £103.00
Double B&B £113.00

For reservations, please telephone **0116 2820100** press option 1 and then option 1 again.
Quote ref: CS9 – please note you MUST quote this reference to book.

Terms & Conditions:

Payment for rooms and extras are to be made direct to the hotel. Should any room cancellation charges be incurred by the CSA, the CSA reserves the right to obtain settlement of this charge from the delegate.

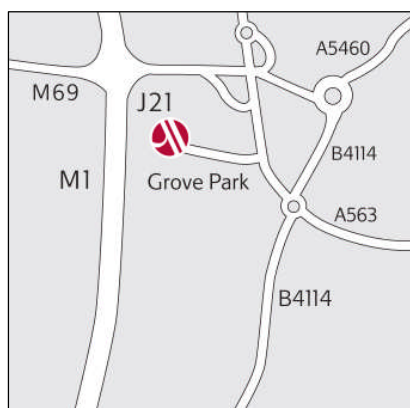
Cancellation: Places are limited and you must let us know in writing by 18TH Jan 2010 if you wish to cancel. A 50% refund will be available up to this date. There will be no refunds after this date. Bookings can be cancelled at the discretion of the organizers.

Directions

Nearest Airport: Nottingham, East Midlands Airport, approximately 30 minutes Birmingham, approximately 40 minutes

Nearest Railway Station: Leicester, approximately 15 minutes

The hotel is ideally located in a quiet business park just minutes from the M1 motorway.



Free Parking

The hotel is offering all Association members free parking for the event.

280 spaces available

Simply collect your ticket from the hotel reception desk upon check-out/departure.