

Arrears handling

Monday, 3 August 2020 at 9.30am (online course)

This bespoke virtually presented course, in partnership with the Chartered Insurance Institute (CII), is designed to help navigate the ever more complex area of arrears handling.

There is an expectation that lenders should not take a one size fits all approach and that arrears handlers should tailor solutions for customers in arrears based on an individual assessment, which takes into consideration all aspects of their situation.

This course will give an overview of regulatory requirements as well as a basic understanding of the legal process of repossession. In addition, the regulator expects an arrears handler to be able to identify vulnerable customers, deal with them in an understanding and sensitive way and take into consideration their vulnerability when discussing missed payments on their accounts.

The course has been updated to reflect the impact of Covid-19 on arrears functions now and in the future.

DESIGNED FOR:

Arrears & possessions case handlers and team leaders and to support societies upskilling non-arrears professionals to deal with higher volumes of customer contact due to the impact of Covid-19 (call handlers & support staff).

£325

VAT EXEMPT
BSA MEMBERS
& ASSOCIATES

*Payment to be made by
credit card only.*

*Places can be cancelled
without charge up until
Monday 20 July. No refunds
can be given after that date
but substitutions can be
made free of charge.*

REGISTER

ONLINE
[www.bsa.org.uk/
arrearstraining](http://www.bsa.org.uk/arrearstraining)



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OVERVIEW:

The aim of this course is to improve knowledge and confidence when working with customers who are in arrears or facing financial difficulty.

After completing this course you will be able to:

- Be made aware of warning signs that a customer is in financial difficulty
- Gain an understanding of the effects of long term and serious debt problems on customers and how to treat customers fairly, sensitively and successfully in this context
- Gain an understanding of the perceived “can’t pay” versus “won’t pay” split & how to influence those who can pay but choose not to pay
- Be made aware of how customers can obtain free, independent and effective money advice
- Be able to signpost the wide range of mortgage debt solutions within a money advice context
- Gain a basic understanding of legal process of repossession and of the Regulatory Requirements (MCOB 13 & MOJ Pre-action protocol)
- Gain an awareness of Mental Capacity Act, mental ill-health and vulnerability factors within the context of dealing with mortgage arrears. Reference to the TEXAS and Compass techniques

TIMINGS:

09.30 - 11.00

Break (30 mins.)

11.30 - 13.00

The course will start promptly at 09.30.

Due to the nature of the training numbers will be limited to 16 people per course

We have designed this course in partnership with the Chartered Insurance Institute (CII), the leading professional body for the global financial services profession.



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CONTENT:

- **Debt problems and the effects of financial difficulties**

Warning signs:

things to look out for

Consequences of debt issues:

long term effects – can't pay vs won't pay – Treating Customers Fairly

Debt solutions:

independent advice – mortgage debt solutions

- **Legal processes and industry regulations**

FCA regulations:

MCOB – TCF – Vulnerable Customers – payment difficulty procedures – record keeping
– information and data – repossessions

Moj regulations:

pre-action protocol – providing information – disclosures – dispute resolution – standard financial statement/budget planner

Other regulatory factors:

Mental Capacity Act – mental ill health

- **Techniques and skills used in dealing with customers with debt issues**

Useful tools:

TEXAS drill – Compass/IDEA protocol – CARERS drill – FCA approach to best practice

- **Payment holidays and forbearance due to the impact of coronavirus**

