

Detroit Metropolitan Apartment Association General Membership Meeting



Date/Time: Wednesday, May 13, 2009 from 8:00 AM to 9:30 AM

Location: Glen Oaks Country Club

30500 West Thirteen Mile Road, Farmington Hills, MI 48334

Topic: Eliminating Bad Debt

Sweeping economic changes and deteriorating customer paying habits all are major contributors to an ever growing delinquency and write-off problem that burdens the multifamily organizations across the nation. We'll look at best practices on how to eliminate bad debt by:

- Breaking the delinquency cycle
- Enhancing preventative measures
- Taking control with cost-effective resources

Speaker: Wendy Filipiak, Debt Solutions Consultant, LexisNexis

As a debt solutions consultant for LexisNexis, Wendy consults with clients to understand their needs and processes, ensuring that they have the best recovery solutions in place to reduce bad debt and maximize recovery results. Her debt recovery knowledge comes from experience working for two credit bureaus, Experian and TransUnion and most importantly from being a previous customer of LexisNexis. She spent several years working at Asset Acceptance, a large debt purchaser where she held the position of Information Acquisitions Manager. In this role, she worked with credit bureaus, skip tracing and scoring companies, as well as letter shop vendors to determine what information and solutions were most efficient and effective for their collection efforts. Wendy graduated from Michigan State University with a B.S. in Social Science and a dual major in Employment Relations and Psychology. LexisNexis is a premier provider of resident screening and collections management solutions.

Cost: \$22 for Members and Non-Members with advance reservations/ \$27 at the door

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Please RSVP by Monday, May 11, 2009 *No Shows will be billed.*E-mail to info@dmaa.net or fax to 248-594-9804 or register online at www.dmaa.net

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