

Do you have questions that you can't find the answers to?



The CSA has the answers. . .

# Have your questions answered by an industry expert

## Consultations Available

The Credit Services Association is committed to providing the answers to those industry questions that you are unable to find the answers to. For these reasons consultations with our Executive Director, Kurt Obermaier, are available to help provide those answers and a clearer understanding of the debt servicing arena.



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Kurt Obermaier is the Executive Director of the Credit Services Association (CSA), the only national association for business in the credit support sectors, such as debt collection, status enquires and tracing, debt outsourcing, debt purchase and other allied activities. Kurt has held this position at the CSA since October 1996. Previously he owned his own B2B debt collection company for 23 years which he started in 1972 and built up to employ over 50 staff operating from 3 locations in the UK, billing fees in excess of 2 million pounds annually.

Kurt has been actively involved in Association work even before being appointed to the full time role of Executive Director. Whilst owning his own company he was on the Council of the Association and his responsibility included that of treasurer and membership promotion secretary. He was very active in the merger negotiations in 1988 between the Collection Agencies Association and the Association of Trade Protection and Debt Recovery Agents which resulted in the creation of the modern day Credit Services Association.

In 1992 he took an active role in the formation of a European umbrella organisation for National Collection Association, the Federation of European National Collection Associations (FENCA), which brought together 12 national associations. Kurt became the first president of FENCA, a position he held until September 2000 when he resigned to be able to concentrate fully on the development of the Credit Services Association.

The growing trend of debt purchase in the UK, originating from the US, prompted Kurt to recommend to the council of the CSA that a dedicated section for debt buying and selling companies should be formed with the CSA. In 2003 he visited various organisations in the US to obtain background on the industry and on the associations for the sector. From this research the Debt Buyers and Sellers Group (DBSG) was formed in 2004 as an integral part of the Credit Services Association.

Both the CSA and the DBSG have pivotal roles in their sectors and, being the full time Executive Director of both, Kurt has gained a wealth of knowledge of industry practices, trends and developments. Additionally, his regular involvement with government departments and industry regulators, such as the Office of Fair Trading, the Ministry of Justice (formerly the Department of Constitutional Affairs), the Department of Trade and Industry, the Information Commissioner, the Financial Ombudsman Service, and others have helped him to shape the increasingly positive perception of the industry and his views on industry matters are often sought by the press, TV and radio.

Most recently Kurt authored the new debt survey "Inside the Industry" produced by the Association in 2007.

Kurt is available for interviews with those wishing to research the UK market, the debt collection and debt purchase industry.

# Industry Information at your Fingertips!

## Debt Digest 2007

The digest of the debt servicing industry, compiled by the Credit Services Association, is a comprehensive guide for those working in and with the industry. The digest provides a refreshing look at the data and information businesses need and want to know, the conditions of the market and the future of the industry.

The report highlights the highs of the industry as well as some of the obstacles faced and such specific tailored information is uniquely available in this report, for example:

- Amount referred for collection has trebled in six years to £21 billion
- Amount of debt purchased has doubled in two years to £6 billion
- Agencies now handle more than 20 million individual cases
- Agency revenues and staffing levels have increased
- M&A activity continues



**Have your questions answered with your copy of the Debt Digest 2007.**

### Pricing:

#### **Package 1: Consultation: Per 1/2 Hour**

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#### **Package 2: Industry Report 2007**

The Digest of the Industry can be purchased separately again online from the online shop or in conjunction with a consultation, where discount will be available.

#### **Package 3: Industry Report 2004 AND Industry Report 2007**

The Credit Services Association still has few remaining copies of the 2004 survey to be purchased at the extremely low price of £50. Purchase this to compare figures and statistics with the 2007 survey and add to your research findings.

For added benefit and even further information, why not consider the following packages:

#### **Package 4: Consultation and Industry Report 2007**

# Order Form



## Consultations:

To arrange a consultation, this can be booked online through the **online shop** ([www.csa-uk.com](http://www.csa-uk.com)), or you can contact [marketing@csa-uk.com](mailto:marketing@csa-uk.com), tel: 0191 286 5656. Or simply send this form back to the address below.

We advise that questions are prepared in advance to make the most of the time during the consultation. Once the consultation is booked you will be contacted by Amanda Wright, who will organise a date and time which best suits both parties.

## Pricing:

<b>Package 1: Consultation: Per 1/2 Hour</b>	<b>£375</b>	<input type="checkbox"/>
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<b>Package 2: Industry Report 2007</b>	<b>(non-member price) £60</b>	<input type="checkbox"/>
	<b>(member price) £60</b>	<input type="checkbox"/>
The Digest of the Industry can be purchased separately again online from the online shop or in conjunction with a consultation, where discount will be available.		
<b>Package 3: Industry Report 2004 AND Industry Report 2007</b>	<b>(non member price) £75</b>	<input type="checkbox"/>
	<b>(member price) £75</b>	<input type="checkbox"/>
The Credit Services Association still has few remaining copies of the 2004 survey to be purchased at the extremely low price of £50. Purchase this to compare figures and statistics with the 2007 survey and add to your research findings.		
<b>Package 4: Consultation and Industry Report 2007</b>	<b>£415 (Saving £20)</b>	<input type="checkbox"/>

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### Recent Client Testimonial:

“I found the meeting a very informative session and Kurt and I covered all my agenda items. The findings from the meeting together with a number of contents from the report enabled me to produce a satisfactory strategic document for our UK business team. The report is also a great reference document for the collection industry in the UK. The various business journals Kurt shared with me were also of great asset”.

**John Poole, Director, e-Funds Corporation**