



CVDAY

2ND OF DECEMBER
2015

CROWNE PLAZA - MILAN

Beware
of the
WOLF...

FROM RIGHT CONSUMERS
PROTECTIONS TO THE BLOCK
OF THE SYSTEM

Crowne Plaza Milan Linate
Via K. Adenauer 3, San Donato Milanese



www.creditvillage.it

CREDIT VILLAGE
IL VILLAGGIO PER LA GESTIONE DEL CREDITO

info@creditvillage.it



BEWARE OF THE WOLF...

FROM RIGHT CONSUMERS PROTECTIONS TO THE BLOCK OF THE SYSTEM



800
PARTECIPANTS



DISCUSSION
PANELS



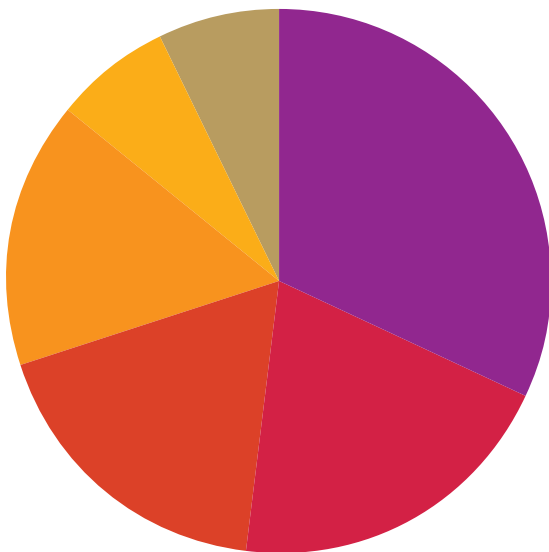
MULTIPLE
POSSIBILITIES
OF NETWORK

WHO YOU WILL MEET

- Investment Directors
- Heads of Collections
- CEOs
- Heads of Credit Risk Management
- Collection Agency Managing Directors



SECTOR REPRESENTED



32% SERVICERS
20% BANKS
18% FINANCIAL COMPANIES
LEASING COMPANIES
16% BUYERS/INVESTORS
8% TELCO & UTILITIES
6% OTHERS



BEWARE OF THE WOLF...

FROM RIGHT CONSUMERS PROTECTIONS TO THE BLOCK OF THE SYSTEM

In this period of financial crisis, in Italy credit protection sector has gained an increasingly important macroeconomic role.

In an economic environment where:

1. Per capita GDP is down 9%
2. The unemployment rate is nearly 13% and the youth one is beyond 44%
3. Banks have NPLs average rates between 10% and 25%
4. The judicial system is characterised by a pathologic slowness, with an average duration of civil lawsuits of 7.4 years

the extrajudicial debt recovery represents the bastion to stem the spiral of uncertainty, low investments, credit crunch and poor cash-flow.

From this standpoint, the Department of Economy from University of Genoa analysed data presented by UNIREC (the Italian National Association of the Debt Collection Agencies) in its V° Report during the last Annual Congress (may 2015).

Some very important conclusions emerged.

Firstly, the total amount of the debts recovered by collection agencies operating in the market is approximately € 10 billion (5.7 collected from the banking sector) out of € 56 billion referred.

In order to better understand the importance of this figure, the analysis compares it with the total amount of debts recovered by the Italian Taxes Agency (Agenzia delle Entrate), whose number of employees (cost of their salaries borne by Italian taxpayers) doubles the one of UNIREC members (no cost borne by Italian taxpayers) and which can use some very aggressive/coercive tools to perform the collection activity.

In the same year the Italian Taxes Agency recovered € 14 billion, an amount slightly greater than the one collected by debt collection agencies.

Anyway, the most significant part of this analysis relates to the attempt to assess the impact of such amounts on the national GDP.



Unfortunately, at the moment there is no technique to evaluate the impact of debts collected in non-banking sectors on GDP. By the way even limiting the field of research only to the banking sector, according to a study of the International Monetary Fund, the analysis of the University of Genoa shows that € 5.7 billion, the amount recovered on the behalf of banks by UNIREC members, does represent an increase of € 2.1 billion in GDP in the following 4 years.

This is a very interesting data confirming the importance of the role played by debt collection sector in the Italian economy.

In spite of this fact, it should be noted that the Italian debt collection industry has been undergoing a state of deep uncertainty for two years. The current situation is even worse than the one created in the late 90's by the issuing of Masone Circular (UNIREC decided then to lodge an appeal against this Circular before the Court of Strasbourg and obtained its cancellation). Nowadays, in a situation characterised by the issuing of heavy penalties by the Italian Competition Authority (AGCM), the debt collection industry seems to have lost the (few) certainties acquired from 1996 to present.

Of course many questions run after each other: a situation like USA, where a company which attempts to collect a debt from a debtor who has already paid can occur heavy penalties, is likely to become a reality also in Italy?

How is it possible that in an EU country like Spain it is permitted to collect debts dressed strangely (e.g. El Cobrador del frac, El Monasterio del cobro) letting know in fact to all neighbourhood that the individual is a bad payer whilst in Italy, regulated by the same EU legislation, it is problematic even to talk with debtors' family?

Can the inviolable respect for consumers' rights block a system which represents many GDP points and which is like pure oxygen for asphyxiated Italian economy?

Is it correct to say that, sometimes, industrial collection processes are exasperated and influenced by continuous demands for high performances and tariffs reductions which impose to substitute the negotiation with the torment?

Is it possible to get out of this situation and revitalize the debt collection industry?

Those themes and many others will be the focus of the 9th edition of the Credit Village Day, that will be held in Milan on the 2nd of December. The event will be moderated by Sebastiano Barisoni, an Economic-Journalist from Radio 24 and will count the presence of important Italian and international key players of this industry.

**Opening 9: 00 A.M.****MORNING AGENDA**

After the show of two exclusive interviews carried out by Credit Village to **Patrick Morris**, CEO of **ACA International** (Association of Credit and Collection Professionals) and **Melania Sebastian**, President of **ANGECO** (Asociación Nacional de Entidades de Gestión de Cobro), **Sebastiano Barisoni**, RADIO 24 journalist, will interview **Corrado Passera**, Minister of Economic Development and of Infrastructure and Transport under Mario Monti's government and former CEO of Poste Italiane and Banca Intesa and Prof. **Gabriele Cardullo** (Department of Economy from **University of Genoa**) about the debt collection industry effect on the Italian economy and **Massimo Ferrero**, Head of Communication, Finance and Insurance **AGCM** about the latest penalties issued by such Authority and correct/incorrect debt collection practices.

Then **Mr Barisoni** will host a round table with the participation of consumers' associations, debt collection agencies, clients and related associations: **Fabio D'Atanasio** CEO MARAN CREDIT SOLUTION S.p.A., **Umberto Filotto**, General Secretary of ASSOFIN, **Renato Grassini** CEO of GE.RI S.r.l., **Francesco Luongo**, Councilor of FORUM UNIREC CONSUMATORI and National Vice President of Movimento Difesa del Cittadino, **Luca Ottolini** Credit & Litigation Manager of Iren Mercato S.p.A., **Marco Pasini** President of UNIREC, **Oreste Vidoli** Head of Customer Recovery Department of UniCredit S.p.A.

AFTERNOON AGENDA

Leonardo D'Urso CEO and co-founder of ADR Center, a leading expert of persuasive negotiation in Italy and creator of Conflict Management Systems (CMS), consultant/coach in complex commercial transactions, will host the seminar/workshop "*Negotiation techniques in the debt collection industry*"

Conclusion 5:00 P.M.



BEWARE OF THE WOLF...

FROM RIGHT CONSUMERS PROTECTIONS TO THE BLOCK OF THE SYSTEM

CROWNE PLAZA MILAN LINATE

Via K. Adenauer 3, San Donato, Milano, Italy Phone: +39 (0) 29 148 3658

Crowne Plaza hotel Milan-Linate is a 4 stars hotel, conveniently located near Milan Linate Airport and only 7 km far from Piazza Duomo in Milan. Its 16 meeting rooms, fully equipped and with natural light, can host meetings and events up to 300 people. The ExpoPlaza with its 2300 squares metres space is the perfect place for big events. With its 436 rooms, the two restaurants "Il Buongustaio" and "Il Giardino", the fitness room and the Business Centre, this hotel offers perfect hospitality for business travelers.

TRANSIT & DRIVING

AIRPORT

INTERNATIONAL AIRPORT MILANO LINATE (LIN)

- Distance from hotel: 3.11 MI/ 5 KM East I
- From Milano Linate Airport, take the East ring road (Tangenziale Est) direction Torino and exit at SAN DONATO MILANESE. You can reach the hotel also by taxi (estimated taxi charge 25.00 euro) or by our complimentary shuttle bus, available at scheduled times (Shuttle bus stops on the first floor - DEPARTURES - exit 4).

INTERNATIONAL AIRPORT MILANO MALPENSA (MXP)

- Distance from hotel: 43.5 MI/ 70 KM North West I
- Take the highway A4 - direction Bologna, and exit at TANGENZIALE EST/BOLOGNA/GENOVA/MILANO CENTRO. Take the east ring road Tangenziale Est and exit at SAN DONATO/METANOPOLI/VIA EMILIA. You can reach the hotel also by taxi (estimated taxi charge 110.00€).

INTERNATIONAL AIRPORT OF BERGAMO - ORIO AL SERIO (BGY)

- Distance from hotel: 34.18 MI/ 55 KM North East I
- Take the highway A4 to Milan, and exit at TANGENZIALE EST/BOLOGNA/GENOVA/MILANO CENTRO. Take the east ring road Tangenziale Est and exit at SAN DONATO/METANOPOLI/EMILIA.

TRAIN

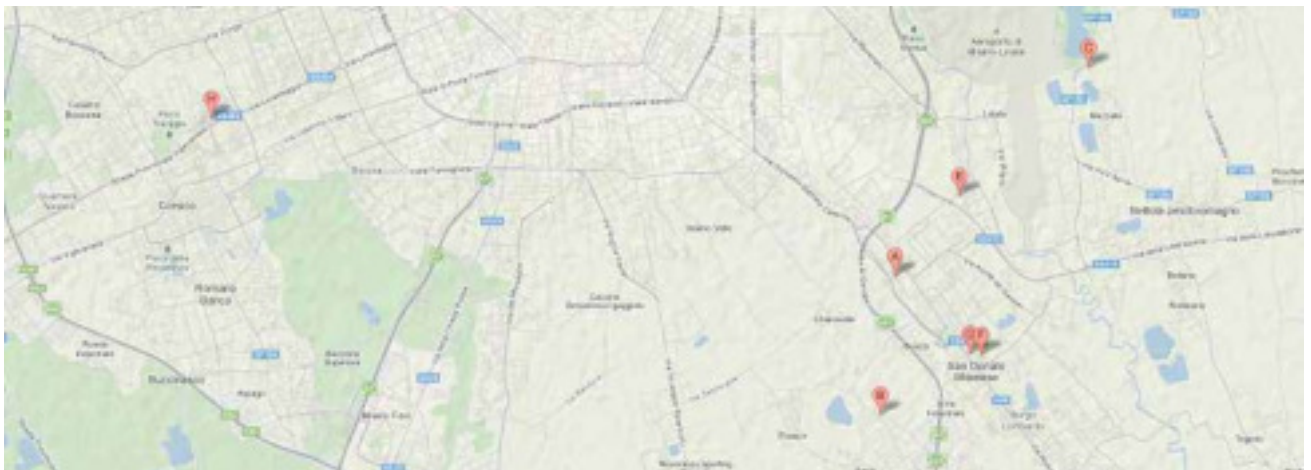
MILANO ROGOREDO FFSS

- Distance from hotel: 1.24 MI/ 2 KM North

UNDERGROUND

SAN DONATO

- Distance from hotel: 0.62 MI/ 1 KM North East





2ND OF DECEMBER 2015 - CROWNE PLAZA - MILAN
BEWARE OF THE WOLF...

FROM RIGHT CONSUMERS PROTECTIONS TO THE BLOCK OF THE SYSTEM

FILL THIS REGISTRATION FORM AND SEND IT BACK TO

info@creditvillage.it

Surname	Name	Role
Surname	Name	Role
Surname	Name	Role
Surname	Name	Role
Company	VAT number	
Address		
Phone	Fax	E-mail

REGISTRATION FEE

1 person = 500 euros + VAT

Fenca's members and their associates will benefit of a 30% reduction

SPECIAL OFFERS

1/5 persons = 250 euros +VAT (per person)

6/10 persons= 200 euros+VAT (per person)

More than 10 persons= 150 euros+VAT (per person)

In case of cancellation of your participation, you are requested to send a written communication to Credit Village within 20 days prior to the event. Once this deadline has passed, the entire amount of the registration fee will be debited to your account. We will be pleased to accept one of your colleagues in your substitution. You are kindly required to communicate the name of the substituting person at least one day before the event.

TERMS OF PAYMENT

The payment can be made either on line (www.creditvillage.it) or by bank transfer to:

Banca Popolare Società Cooperativa

ABI 050 34 - CAB 10766 - CINW

c/c 00165759 IBAN:T34W050341076600000165759

You will receive a direct remittance invoice. In case of non- payment your registration will be considered invalid.