



**FENCA EUROPEAN
COLLECTION CONGRESS
2015 STOCKHOLM**

PROGRAMME

15 TO 17 OCTOBER 2015

HILTON STOCKHOLM SLUSSEN

We cordially invite you to the next FENCA Congress from 15 to 17 October 2015 at Hilton Stockholm Slussen in Sweden. Since 1994 the FENCA Congress brings together the collection industry, credit management companies, stakeholders as well as political and business representatives from all over Europe, the Americas and Asia. Participate in the leading international network for debt collection and register today!

Stay with us in the luxurious 5-star Hilton Stockholm Slussen with a stunning view of the water and the wonderful old town „Gamla Stan“. You can book your hotel rooms today following this link: <http://www.fenca.org/congress> Please note that after 22 July 50% and after 16 September 100 % of the rooms blocked by FENCA for this event will be released.

Wednesday, 14 October 2015

15:00 – 18:00 Registration desk

19:30 **A 1 Network Dinner** Restaurant „FEM SMA HUS“, Historic city of Stockholm

Thursday, 15 October 2015

09:00 – 18:00 Registration desk

10:00 – 12:00 **B 1 Members' Meeting (for full members only)**

For Presidents, Chairmen and CEOs of Member Associations

12:30 – 14:00	Alternative Workshops	B 5a Crisis Communication: How to Prevent Negative Publicity?	B 6a New EU Regulation Brussels Ia (Cross-Border-Enforcement): Better or Worse?
---------------	-----------------------	--	--

Frederik Barkenhammar,
Strategic Communication
Advisor, Berlin

Dr. Oliver Fawzy, Attorney-at-Law, German
Association of NPL-Investors and Servicing
Companies, Berlin.

09:30 – 12:30 **B 2 Field Trip**

Visit the head office of Klarna, one of Sweden's most innovative and successful companies; the leading European payment provider (please note: limited number of participants); tbc

13:15 – 14:15 **B 3 Welcome Lunch for Members (for full and affiliate members)**

14:30 – 16:00 **B 4 Opening Session: Sweden**

Debt Collection in Sweden, financial services, regulations and data protection

Mats Bergström; Mr. Ake Dahlqvist, Chief Administrative Officer of the largest Credit Information Company in Sweden, UC AB; Mr. Sven Kihlgren, Head of Department, Swedish Information Company.

16:00 – 16:30 Coffee Break

16:30 – 18:00	Alternative Workshops	B 5b Crisis Communication: How to Prevent Negative Publicity?	B 6b New EU Regulation Brussels Ia (Cross-Border-Enforcement): Better or Worse?
---------------	-----------------------	--	--

19:30 **B 7 Welcome Drink & Dinner**, Panorama Restaurant Hilton Slussen

Friday, 16 October 2015

09:30 – 09:45	C 1 Welcome Speech Representative, Swedish Government
09:45 – 10:30	C 2 Building Bridges: Debt Collection across the World (Panel) North America: Thomas E. Brennan, President of IACC and Altus, USA Middle East and Northern Africa: Ebrahim F. Jawad, Managing Director NCS, Bahrain China: William F. M. J. Bastiaan, Board Director of Creditreform.
10:30 – 11:15	Coffee Break in Exhibition Area
11:15 – 11:45	C 3 EU Initiatives 2015-2020: Challenges and Opportunities Dr. Andreas Bucker, Senior Advisor European Affairs, FENCA
11:45 – 12:45	C 4 EU Data Protection Regulation (Panel)
12:45 – 13:45	Network Lunch
14:00 – 14:45	C 5 How Do Trade Associations Leave a Political Footprint? (Panel) Pat Morris, CEO ACA International, USA; Heinz Kogler, Vice-director for EU affairs of the Austrian Economic Chamber WKO
14:45 – 15:30	C 6 Factoring John Gielen, Chairman of EU Federation for the Factoring and Commercial Finance Industry
15:30 – 16:00	Coffee Break in Exhibition Area
16:00 – 16:45	C 7 Payment Systems Today and in the Future Jan Hansson, Vice President Debt Collection at Klarna, Sweden
16:45 – 17:30	C 8 Single Digital Market and Mobile Payment
19:30	C 9 Gala Aperitif & Dinner , Hilton Slussen

Saturday, 17 October 2015

09:30 – 12:00	D 1 Annual General Meeting (for full members only)
12:00 – 13:00	D 2 Lunch (for full members only)
14:00 – 17:00	D 3 Visit Stockholm II: Conference Sight-Seeing Programme: Royal canal tour and visit Vasa Museum

Partner Programme, 16 + 17 October 2015

09:00 – 16:00 **C II Visit Stockholm I:** Sight Seeing Programme for Partners (Friday, 16 October)
Guided tour at the Royal Dramatic Theatre + city tour including tasting
Swedish food at the market hall + lunch + visit of the Nobel Museum

14:00 – 17:00 **D 3 Visit Stockholm II:** Conference Sight-Seeing Programme (Saturday, 17 October)

Terms and Conditions of Participation

Participation

Participation in FENCA Congress is reserved for members, affiliate members, members of members and invited guests.

Registration

We look forward to your registration. Please use the registration form. Your registration is binding and linked to payment of the registration fee. The programme is subject to change. The number of participants to individual events is limited. There is no entitlement to reimbursement or discount for services not used. The list of participants, including first and last name and company, will be used and published to other participants of the Congress and within the context of the event.

Costs per person

A) Early bird

Members: 490 EUR | Members of members: 620 EUR | Non-members: 690 EUR
Registration by 30.06.2015

B) Normal booking

Members: 660 EUR | Members of members: 790 EUR | Non-members: 890 EUR
Registration by 15.07.2015

C) Late booking

Members: 790 EUR | Members of members: 960 EUR | Non-members: 1190 EUR
Registration after 15.07.2015 until 31.09.2015

D) Accompanying person

410 EUR per person.

All prices are subject to additional 19% German VAT.

The **registration fee includes** the participation in the conference, the welcome drink & dinner on 15.10. (B7), as well as the lunch and gala aperitif & dinner on 16.10. (C9).

For FENCA **full and affiliate members**, the following is **also** included: network dinner on 14.10. (A1) and welcome lunch on 15.10. (B3).

For **full members also** included is the participation at the members' meeting on 15.10. (B1), as well as the AGM (D1) and lunch (D2) on 17.10.

The registration fee for **accompanying persons** includes the excursions on 16.10.2015 (C11) and 17.10.2015 (D3), the welcome drink & dinner on 15.10.2015 (B7) and gala aperitif & dinner on 16.10.2015 (C9).

After the registration you will receive an invoice from FENCA. This invoice must be paid to FENCA at least 30 days from the date of invoice. For bookings less than 30 days before the Congress the invoice must be paid at least 10 days before the Congress. We accept bank transfers and credit card payments. Credit card payments are subject to a service fee of 5% and need to be borne by the participant.

Hotel room reservations are not included.

E) Cancellation policy

For cancellations until 22.07.2015 we will charge a processing fee of € 100.00. The total registration fee will be charged for later cancellations. The date on which the written cancellation is received by the Berlin Office is decisive. The registered participant may send a representative on request.

F) Photos

FENCA Congress will be accompanied by a photographer and documented inter alia at www.fenca.eu.

REGISTRATION

Please fill in this form and return it via e-mail office@fenca.eu or send a fax to +49 30 206 07 36 33.

Company/Association

Company/Association Address

VAT ID /Tax number

Name of participant

Function of participant

E-Mail

Phone

Please specify for organizational reasons on the next pages which parts of the programme you would like to take part in. Please also register for the sightseeing programme, which is only included in the registration fee for accompanying persons. This registration is binding and payment of the registration fee is compulsory. FENCA's terms and conditions of participation apply. The list of participants with name and company will be used and published for the purpose of this event. I was informed about my right of my own image and I agree to the dissemination and publication of my picture by FENCA.

Date, Signature

Company stamp

PLEASE SPECIFY YOUR ATTENDANCE AND FOOD REQUIREMENTS

Wednesday, 14 October 2015

A 1 Network Dinner “FEM SMA HUS“ (included for full and affiliate members)	19:30	110 EUR	<input type="checkbox"/>
---	-------	---------	--------------------------

Thursday, 15 October 2015

B 1 Members’ Meeting (Presidents, Chairmen, CEOs of full member associations)	10:00 – 12:00		<input type="checkbox"/>
--	---------------	--	--------------------------

B 2 Field Trip (first come, first served)	09:30 – 12:30		<input type="checkbox"/>
---	---------------	--	--------------------------

B 3 Welcome Lunch (for full and affiliate members)	13:15 – 14:15		<input type="checkbox"/>
--	---------------	--	--------------------------

B 4 Opening Session	14:30 – 16:00		<input type="checkbox"/>
---------------------	---------------	--	--------------------------

B 5 Workshop Crisis Communication	a	12:30 – 14:00	<input type="checkbox"/> Full
	b	16:30 – 18:00	

B 6 Workshop EU- Regulation	a	12:30 – 14:00	<input type="checkbox"/> Full
	b	16:30 – 18:00	

B 7 Welcome Drink & Dinner	19:30		<input type="checkbox"/>
----------------------------	-------	--	--------------------------

Friday, 16 October 2015

C 1 – C 9 Conference Day	09:30 – 17:30		<input type="checkbox"/>
--------------------------	---------------	--	--------------------------

C 10 Gala Aperitif & Dinner Hilton Slussen	19:30		<input type="checkbox"/>
--	-------	--	--------------------------

Saturday, 17 October 2015

D 1 Annual General Meeting (full members only)	10:00 – 13:00		<input type="checkbox"/>
--	---------------	--	--------------------------



Visit Stockholm: Sight-Seeing Programme

Friday, 16 October 2015

C 11 Visit Stockholm I	09:15 – 16:00	150 EUR	<input type="checkbox"/>
------------------------	---------------	---------	--------------------------

Saturday, 17 October 2015

D 3 Visit Stockholm II	14:00 – 17:00	70 EUR	<input type="checkbox"/>
------------------------	---------------	--------	--------------------------

Special Food Requirements

Vegetarian

Vegan

Allergies

WITH BEST WISHES FROM OUR PROGRAMME-SPONSOR:



Experts in credit management & debt collection services since 1970.

www.france-creances.com