



# Loan Servicing Software

## Newsletter

### Welcome

The **LOANLEDGER++** LOAN SERVICING NEWSLETTER is a free monthly service provided by Dynamic Interface Systems Corporation (DISC), the world's leading supplier of loan servicing software for microcomputers. Since 1982, DISC has provided loan software, collection software and other sophisticated yet affordable products for lenders and financial institutions. Nearly half of Fortune 100 Companies use **LOANLEDGER++**.

To find out how **LOANLEDGER++** Loan Servicing Software can greatly enhance all of your collection activities, please call **(310) 568-4567**.

### DID YOU KNOW?

**Question:** I posted a payment incorrectly, how do I fix it?

**Answer:** If the payment was posted within the current month and it is the last payment on file, you can go thru Change Existing Payment and redo the item.

### HOW TO MAKE SPEECHES

The Collection Manager will speak before groups, especially to his/her trade association (NACM, ICCA, HFMA, MGMA, UBI... etc). This enhances personal reputation and is viewed with favor by the organization, because of its high PR value. Try this: Bring to the lectern questions relevant to your subject. The questions should begin with any combination of six words: Who... What... Where... When... Why... How...

**WHY?** Because such questions cannot be answered simply yes or no. Any answer must provide data.

For a 45-minute speech, eight questions are more than enough, because the conferees will have questions, too. Your entire speech will answer the questions you brought. You know the answers, so you don't need to write them. When a conferee raises a hand, answer the question. Otherwise, ask and answer your own.

List questions you feel the conferees would ask, had they been prepared. Rather soon, after you've asked and answered the question`s you brought, the conferees will take over. They will ask questions. You'll never get to all of your own. But your questions are there, just in case conferees are silent (they won't be, for long).

Introduce your subject with a simple comment. Use your natural humor, but do not tell a joke. No invective or suggestive and sly comment, either (both are sure signs of an amateur).

End your speech on time by simply walking off on time. Do not say "thank you"... because that's what they are supposed to think. The act of ending on time will trigger solid applause. If you speak well (and do not read any part of your talk, except the questions), the applause will be tumultuous.

**The key:** Be in your natural habitat... answering questions about a subject you understand. You do that on the job... all day long. So do it at a lectern.

## **Questions / Comments**

If you have questions, comments, or would like to submit an appropriate tip to the **LOANLEDGER++** LOAN SERVICING NEWSLETTER, write to [newsletter@servicingsoftware.com](mailto:newsletter@servicingsoftware.com)

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