

# Best Practice in Customer Management & Collections

Thursday, February 5<sup>th</sup> 2009

Venue: The Marmara Istanbul

Address: Taksim Meydani Taksim, Istanbul

## AGENDA

- 09:00** *Registration & Welcome coffee*
- 09:15** **Welcome & Introduction**  
*Center Ozhelvacı, Market Head Turkey & Middle East, Experian Decision Analytics*
- 09:30** **Improving Debt Management Performance**  
*Emre Karaman, Head Of Analytics & Consultancy, Experian Decision Analytics*  
*Hakan Yilmaz, Business Consultant, Experian Decision Analytics*
- 10:30** **Active Customer Management**  
*Ahmet Mert, Head Of Delivery & Technical Support, Experian Decision Analytics*  
*Burak Kilicoglu, Global Consultant, Experian Decision Analytics*
- 11:15** **Interactive session - Q&A**
- 11:30** **Debate**
- 12:00** *Coffee break*
- 12:15** **Delivering World Class Collections**  
*Jon Hickman, Account Director Tallyman, Experian Decision Analytics*
- 12:45** **Do you Manage Product Or Customer?**  
*Mathew Dodd, Global Head of Customer Management Solutions Experian Decision Analytics*
- 13:15** **Case History: The Experience from the International Market On Customer Management**  
*Mathew Dodd, Global Head of Customer Management Solutions Experian Decision Analytics*
- 13:30** **Interactive session - Q&A**
- 14:00** *End of the day*

For any further information please contact:  
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