



**Norris Chan**  
Senior Consultant, Receivable Management Services (HK) Ltd

**Sara Law**  
Founder, International Professional Mediation Association Limited

You may find yourselves exhausted or having spent a significant amount of legal fees to deal with bad and doubtful debts, but in vain. Many companies are still encountering cash flow challenges at present, although the HKSAR government seeks to promote economic revitalization after the pandemic. In the phase of transformation and rebuilding of the global economy, Hong Kong companies seeking new business opportunities must ensure that their business partners and clients could maintain a healthy financial condition, so as to enable an efficient management of accounts receivables.

In this seminar, speakers from iQOR RMS - one of the world's leading debt recovery providers, together with the International Professional Mediation Association – a professional mediation consulting organization, will share the international debt recovery experience and the latest big data on the collectability index for the first three quarters of 2023. They will shed light on how commercial mediation can diplomatically resolve debt disputes. Participants will learn how to strengthen the corporation's recovery capabilities and prevent losses from bad debts.

**Outline :**

**Part A: How to Improve Accounts Receivables Recovery**

1. Big data of 2023 first three quarter's collectability index and trends of buyers in various countries
2. Current biggest risk factors of account receivables
3. Cross-department's collaboration plan
4. Dos and Don'ts
5. Tips for efficient collection
6. Third-party collection options

**Part B: Commercial Mediation**

1. Introduction to the development of mediation and the Mediation Ordinance
2. What is commercial mediation?
  - Scope of commercial disputes.
  - When is mediation appropriate?
3. The role and function of the mediator
4. Commercial mediation process
5. Case sharing

**Language:**

Cantonese

**Date and Time:**

23 Nov 2023 (15:00 to 17:30)

**Fee:**

Booking through RMS:  
only HK\$380 per person

**Venue**

Chamber Theatre, 22/F  
United Centre

**Speaker(s) :**

**Norris Chan, Senior Consultant – Receivable Management Services (HK) Ltd**

Norris Chan has over 30 years of hands-on experience in the debt collection industry. As a veteran debt receivable practitioner, Norris and his team have managed cross-border portfolios exceeding billions of US dollars in various industries including finance, telecommunication, and manufacturing. He is a popular speaker and has conducted over a thousand seminars in Greater China. His clients include Canton Trade Fair, ET Business College, HKU SPACE, etc.

**Sara Law, Founder – International Professional Mediation Association Limited**

Sara Law is an Accredited Mediator (General) of the Hong Kong Mediation Accreditation Association Limited (HKMAAL). Since 2008, she has been an industry/subject expert with the Hong Kong Council for Accreditation of Academic and Vocational Qualifications (HKCAAVQ). Sara has over 23 years of experience as a vocational education assessor and has served on review panels for over 15 years, in areas including law, education, services and beauty. She also has extensive experience in mediation and has handled mediation cases including commercial disputes, human resources, landlords and tenants, managers, personal injuries, etc.

BOOKING FORM (Fax: 2201 8288) -----

**Recover Your Organization's Accounts Receivables by Reducing Delinquent Accounts**

Enquiry: Wing Lau    Tel: 2201 8296    wing.lau@iqor.com  
Company:

Contact Person: \_\_\_\_\_ Tel: \_\_\_\_\_ Email: \_\_\_\_\_

Name of attendee: Mr/Ms \_\_\_\_\_ Position: \_\_\_\_\_ Email: \_\_\_\_\_

**PAYMENT BY**

Cheque: \_\_\_\_\_ HK\$ \_\_\_\_\_ (payable to **The Hong Kong General Chamber of Commerce**)

Please post to **Ms Cathy Chan, HKGCC, 22/F United Centre, 95 Queensway, HK**

Cash Deposit/Transfer to HSBC A/C:500-166897-838 (please fax the payment slip to **Cathy Chan at 2821-9582**)