



21 – 24 September 2016

Radisson Blu Hotel

Karl-Liebknecht-Straße 3 | 10178 Berlin

# FENCA WORLD CONGRESS 2016

Participants / Registration

**DEBT COLLECTION 4.0 –  
INNOVATING RECEIVABLES MANAGEMENT**

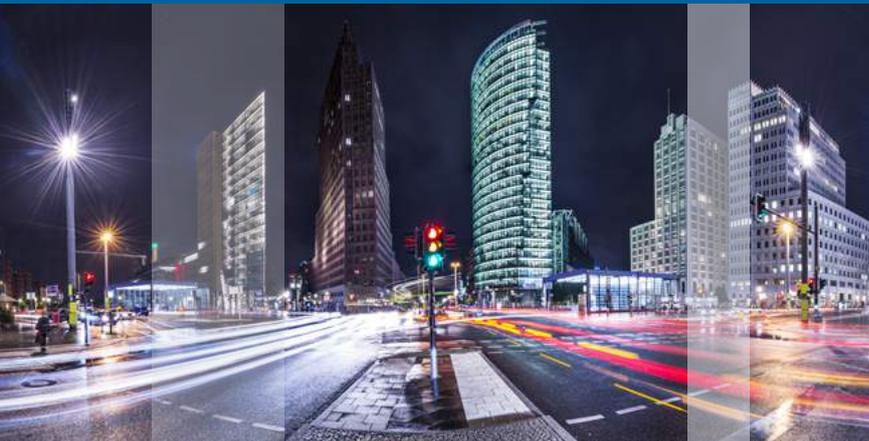
Find out today what drives the industry of tomorrow.

# HIGHLIGHT TOPICS\*



Shaping the collection industry of tomorrow means understanding the key issues of today. We have established three main fields of focus essential to the sustainable “(r)evolution” of debt collecting. We would be very pleased to welcome you to the FENCA World Congress in Berlin and warmly invite you to join in on the discussions about:

\*topics are subject to change



## MARKET & INNOVATION

- The Single Digital Market – an unexplored potential for businesses
- Inside the mind of a creditor
- Financial forecast and global risks
- Re-imagining payment systems
- Familiarizing with the German market

## REGULATION & COMPLIANCE

- A pan-European code of practice?
- Debt collection across the World
- The new EU-GDPR – and what now?
- Business implications of Safe Harbor and the EU-US Privacy Shield: Is this the way forward?



## OVER-INDEBTEDNESS & DEBT ADVICE

- EU reforms in personal insolvency
- Nature and causes of over-indebtedness
- The Future of debt collection from a consumer’s point of view
- Consumer organisations & debt collection: Let’s work together

EACH TOPIC IS ACCOMPANIED BY AN INTERACTIVE WORKSHOP.  
GET HANDS-ON EXPERIENCE BY LEARNING FROM EXPERTS!

# WHAT ELSE TO EXPECT?



## NETWORKING OPPORTUNITIES

Meet over 250 international collection pros from across the World and connect with European colleagues. Join our speed-networking event for newbies and oldies, as well as the three exclusive dinner events.



## HOT TOPICS AND TOP-CLASS SPEAKERS

Take part in interesting discussions on the latest developments of the European market. Interact with experts in their field. Be inspired by an “out of the box” speaker and meet up with young entrepreneurs by attending one of two fieldtrips to FinTechs in Berlin.

## INTERACT AND COMMUNICATE WITH OUR FENCA CONGRESS-APP

Get all conference information at your fingertip with the FENCA Congress-App. Read up on the speakers and look for other participants. Feel free to get in touch with your colleagues via the chat function.



# THE HOTEL

## RADISSON BLU HOTEL

The Radisson Blu Hotel in Berlin's city center offers all the convenience of a centrally located hotel without losing an ounce of historical beauty. Situated between Alexanderplatz and Museum Island it is the perfect home base for treating yourself to a long weekend in a vibrant city.



## SPECIAL RATE

Excellent hotel rates of EUR 219.00 (Single) and EUR 229.00 (Double) including breakfast, VAT and local city taxes are available. Book your room now by using this [link](#) or by directly contacting the hotel.

Email [reservations.berlin@radissonblu.com](mailto:reservations.berlin@radissonblu.com)

Phone +49 (0)30 23828 3500

Key FENCA2016

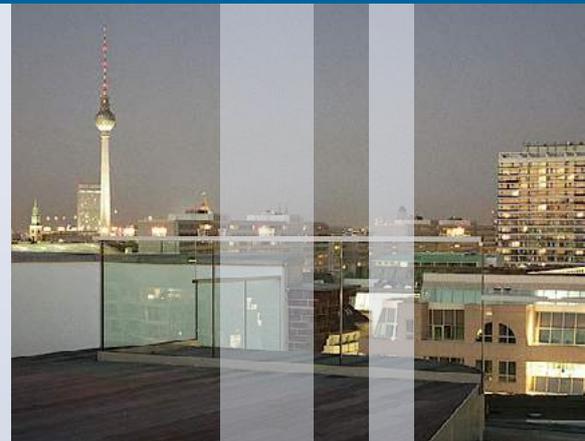
A limited number of rooms are blocked for FENCA attendees; therefore we cannot guarantee that rooms will be available through the reservation deadline.

# SPECIAL VENUES FOR SPECIAL GUESTS

Get around Berlin by attending our dinner events. There are many sights we want to share with you:

## eWERK'S SKYLOUNGE

The eWerk is reflective of Berlin's vibrant past. Located in the heart of Berlin, it was first constructed during Germany's industrialisation for AEG, then suffered massive destruction during World World II as a result of Allied bombardments and the house to house combat engaged in by the Red Army. It recovered through a facelift of socialist East Berlin to keep the latter from coming up short in the competition between capitalism and socialism. After the Berlin Wall came down, it was finally known as the mecca of electronic music.



## THE RADISSON BLU PANORAMA

Enjoy a splendid view on the historical city center and be one of the first to see the reconstructed Berlin Palace, winter residence of German Kings of Prussia and German Emperors. During the Communist regime installed in East Berlin by the Soviet Union, it was declared as a symbol of Prussian militarism and was demolished. The reconstructed Berlin Palace has three facades of the original palace, but the interior is a modern structure to serve as a cultural museum and forum.

## SIGHTSEEING DINNER CRUISE

A dinner cruise through Berlin's waterways is a unique chance to see the countless modern and historical attractions the city has to offer from a completely new perspective. You will see all the main sights between the Charlottenburg Palace in the West as well as the East Side Gallery and Oberbaum bridge in the East of Berlin.

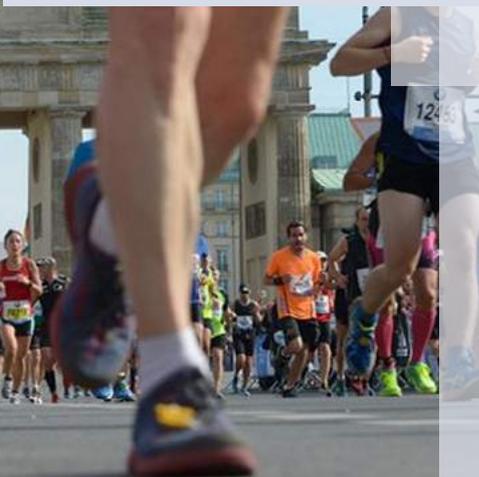


# EXPLORE BERLIN AND STAY OVER THE WEEKEND



We recommend enjoying Berlin over the weekend following the congress. The special rate is available until Sunday 25 September. Feel like going for a run after our conference days? Make sure to bring your running shoes - Berlin's marathon is taking place on 25 September.

For all curious onlookers, the marathon course passes by the Radisson Blu. Make your travel arrangements ahead of time to ensure a smooth departure to airports and train stations.



# SCHEDULE

*schedule and topics are subject to change*



In order for you to organise your stay in Berlin, please find a first time schedule below

## WEDNESDAY 21 SEPTEMBER 2016

Registration Desk opens in the afternoon from 3.00-6.00 pm.

### EVENING

**Speed-Networking** and Pre-Drinks; Networking-Dinner  
in the **eWerk's Skylounge**

## THURSDAY 22 SEPTEMBER 2016

### MORNING

Discover Berlin's **FinTech-Startup Scene** and attend one of two field trips;  
Members' Meeting (for national member associations only)

### NOON

**Official Opening** of the Congress;  
**Welcome Lunch for all participants**

### AFTERNOON

Conference & Hands-on Workshops

### EVENING

Roof Top Dinner in the **Radisson Blu Panorama**

## FRIDAY 23 SEPTEMBER 2016

### DURING THE DAY

Conference  
Touristic programme for accompanying persons

### EVENING

Sightseeing Dinner Cruise

## SATURDAY 24 SEPTEMBER 2016

### MORNING

Annual General Meeting (for delegates of national member associations only)

### AFTERNOON

Touristic programme

The programme will be specified as soon as possible. All relevant changes and updates  
will be announced in time.

# Terms and Conditions of Participation



## 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.

## Participation

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

## Participation fee

	Member	Member of Member	Non-Member
Early Bird 25.04.-31.05.2016	€ 550	€ 790	€ 890
Normal Booking 01.06.-02-09-2016	€ 690	€ 890	€ 990
Accompanying Person	€ 490	€ 490	€ 490

All prices are subject to additional 19% German VAT!

## Cancellation policy

For cancellations until 31.07.2016, we will charge a processing fee of **€ 100**. The total registration fee will be charged for later cancellations. The date on which the cancellation is received by the Berlin Office is decisive. The registered participant may send a representative on request.

## Data Protection and Photos

FENCA Congress will be accompanied by a photographer and documented inter alia at [www.fenca.eu](http://www.fenca.eu).

The list of participants, including first and last name, company and countries, will be used and published to other participants of the Congress and within the context of the event. Gold, Silver and Bronze Sponsors will receive an extended list of participants, including the e-mail address.

# REGISTRATION



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

Please specify whether you are a member, a member of a member or a Non-Member. If you are a member of one of our member association, please name it.

Member       Member of Member       Non-Member       Accompanying Person

of

Company/Association

Company/Association Address

VAT ID /Tax number

Name of participant

Function of participant

E-Mail

Phone

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, company and E-Mail 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