



Malta Association of Credit Management

Press Release

Monday, 12th November 2012

MACM at the top helm of European Credit Circles

Josef Busuttill, Director General of the Malta Association of Credit Management (MACM), participated in the **FENCA World Congress in Madrid** – FENCA is the Federation of European National Collection Associations, consisting of twenty-one National Associations from all over Europe. Every four years, FENCA organises its world renowned World Congress and this year's event attracted delegates from fifty-eight countries, covering all continents.

During his presentation, Josef Busuttill addressed *'The needs of the credit manager when hiring a collection agency'*. He contended that in today's business environment, where competition has increased considerably and credit has truly become the oil that keeps the wheel turning, building and maintaining good customer relationship is critical. Collection agencies have the responsibility to get to know not only their customers' culture, needs and expectations but also the various payment behaviours in the markets that the latter operate in, argued Josef Busuttill.

This presentation was well received both by the international delegates and also by the organisers of the event. Mr Kornel Tinguely, President of FENCA, commented *"FENCA had the great pleasure to have Josef as guest speaker at our world conference in Madrid in October 2012. Josef showed us his great professionalism. He is an expert in the field of Credit Management and is also an excellent speaker. The feedback that I received for his presentation was excellent."*

In a pan-European meeting held in Prague by FECMA – **The Federation of European Credit Management Associations**, Josef Busuttill has been re-elected Vice President for a further period of two years. As a FECMA official, Mr Busuttill is responsible for all credit matters related to the Southern part of Europe. He is also an editor and a contributor to the FECMA Magazine which is distributed widely throughout Europe.

The Malta Association of Credit Management (MACM) is a not-for-profit organisation, providing a central national organisation for the promotion and protection of all credit interest pertaining to Maltese businesses.

MACM represents the credit profession across all economic sectors. It is a centre of expertise for all matters relating to credit management in Malta. MACM offers a range of services to the local creditors, including, credit management information systems, credit management education, training, conferences, seminars, and lobbying activities. It is the ICM (UK) accredited Training Centre for Malta. MACM is a member of the Federation of European Credit Management Associations – FECMA.

MACM is the distributor of Graydon International Credit Reports in Malta.