



KEEP CALM AND CREDIT ON! SUCCESSFULLY NAVIGATING, NEGOTIATING AND RESOLVING CUSTOMER ACCOUNT DISPUTES

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Credit managers are often on the front lines of customer account disputes. You will likely be in customer legal battles more than a few times in your career, and some of you might already have one or two battle scars. The following tips and options for navigating, negotiating and resolving account disputes will help you to “Keep Calm and Credit On” the next time you are in the trenches with a customer.

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