

# **CREDIT & COLLECTION PROFESSIONAL (CCP)**

ACA International and the Hong Kong Credit & Collection Management Association (HKCCMA) are pleased to announce a joint effort to make available recognition for credit and collection professionals serving the Hong Kong and China credit and collections market.

The Hong Kong Credit & Collection Professional (CCP) designation has been developed to recognize professionals who have practiced in, and have knowledge of, the laws and practices in Hong Kong and China.

The designation, designed to recognize mid- to senior level executives in credit and/or collection operations, is awarded to individuals who successfully pass an examination which was developed by regional industry experts.

In preparation for the exam it is recommended that individuals familiarize themselves with the following "curriculum" of study:

*The Essential Guide to Credit Management and Debt Recovery in Hong Kong, Singapore and Malaysia (Second Edition) by Dick Bass, Puru Grover and Bobby Rozario.*

*Personal Data (Privacy) Ordinance*

*Code of Practice on Consumer Credit*

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

***Why should I aspire to earn this designation?  
What recognition will I receive?***

Earning this designation demonstrates your knowledge of the laws and practices governing credit & collections in Hong Kong and China. The designation demonstrates your commitment to continuing growth. Those who complete the program may have a new, higher level of confidence because they have successfully completed rigorous coursework and the 100-question exam.

Those who successfully complete the program receive a Certificate suitable for framing and display.

***How do I apply for the Exam?***

Complete the application. Submit the completed, signed application, to the Hong Kong Credit & Collection Management Association representative. A proctor will then issue you access to the online exam.

***How much does the Exam cost?***

The exam fee is HK\$3,120. This fee is due with your submission of the application. Make cheque payable to "The Hong Kong Credit and Collection Management Association Limited".

***Other than the Exam Fee are there any other fees for taking the Exam?***

Study materials and/or optional training courses are not included in the exam fee.

***How do I take the exam? How do I get my results?***

After HKCCMA verifies that all requirements have been met, applications are forwarded to ACA International for final processing.

ACA will send detailed instructions (including an ID number, Personal Identification Number (PIN) and Web site address) to the designated proctor for your exam. The exam remains "active" for 60 days. Your score (and Pass/Fail) information is displayed immediately upon completion of the exam.

***What is the passing score for the Exam?***

The passing score for the 100-question exam is 85% or higher.

***What happens if I fail the exam?***

- Upon completing the exam each candidate receives a study guide indicating suggested areas for further study.
- Candidates may re-take the exam one time at no additional fee. However this retake must be completed within 90 days of the initial attempt and an individual *must* complete the application for the re-take exam.
- Candidates who fail the exam the second time must re-complete curriculum and testing requirements. An additional fee will be assessed.

***When will I get my certificate?***

Your certificate will be sent to your proctor approximately 10-50 business days after the Exam is scored (and a passing score achieved).

***Will I still hold the designation if I change companies?***

Yes. Your designation is an individual achievement and your status as a Credit and Collection Professional (CCP) will follow you throughout your career regardless of your place of employment.

***Are there other designations available that I may earn to further demonstrate my commitment to and knowledge of the industry?***

Yes. ACA International offers several other designations through its Professional Development Program and *Campus ACA*<sup>™</sup>.

For the most current information visit the Professional Development and Credentialing section on ACA International's Web site at:

<http://www.acainternational.org/campusaca>



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**Hong Kong Credit & Collection  
Management Association  
(HKCCMA)**

*in cooperation with*

**ACA International**

is pleased to announce the following  
designation available through  
ACA International's  
Professional Development Program:

*Credit and  
Collection  
Professional*



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P.O. Box 390106  
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