



FENCA 2005 AGM, HOTEL ALTIS, LISBON, PORTUGAL
SEPTEMBER 29TH – OCTOBER 2ND 2005
DETAILED PROGRAMME



Date & Time		Activity
29.09.2005		Arrival Day
15:00		<i>Opening of the FENCA Reception Desk for Participants</i>
19:00		<i>Welcome Drink & Dinner</i>
30.09.2005		1st Day of Conference:
09:00	09:15	Mr Kornel Tinguely, FENCA President
09:15	09:30	<i>Portuguese Government Representative - To be confirmed</i>
09:30	09:45	Mr Luis Salvaterra, APERC President
09:45	10:00	Mr Neil Wood, GCS Group President
10:00	10:45	Debt Collection in Europe: Figures Mr Kabir Leonardo Chhabra, PhD Financial Mathematics, FENCA
10:45	11:15	<i>Coffee Break</i>
11:15	12:00	Freedom of Services vs. Standards – Service Directive, Professional Qualifications and Further Legislation Important for the Debt Collection Industry Mr Stephan Zickgraf, InterRecherche SPRL, FENCA representative in Brussels
12:00	12:45	Corporate Social Responsibility Mr Luc Hendrickx, UEAPME, Brussels
12:45	14:30	<i>Buffet Lunch</i>
14:30	15:15	The Importance of the Code of Conduct: Point of View of the Debtor Mrs Cornelia Kutterer, BEUC The European Consumers' Organisation, Brussels
15:15	16:00	The Importance of the Code of Conduct: Point of View of the Creditor Mr Glen Bullivant, FECMA, Vice President of the Institute of Credit Management, UK
16:00	16:30	<i>Coffee Break</i>
16:30	17:30	Discussion Forum with Q&A Moderator: Mr Thor A. Andersen, Norske Inkassobyråers Forening, Norway
20:00		<i>Dinner</i>
Alternative Programme for Spouses: Queluz, Sintra and Cascais		



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Date & Time		Activity
01.10.2005		2nd Day of Conference:
09:00	10:00	FENCA 2005 AGM
10:00	10:30	<i>Coffee Break</i>
10:30	12:00	FENCA 2005 AGM
<i>Lunch & Afternoon</i>		<i>Free</i>
	19:00	Lisboa vista do Tejo: Cocktail and Gala Dinner on the Tagus River
Alternative Programme for Spouses: Old Lisbon		

02.10.2005		Departure Day
	<i>Morning</i>	<i>Breakfast & Check out</i>

The Alternative Programme for Spouses is organised by Oasis Travel, Lisbon.

Fees include: Air-conditioned tourist bus, English speaking local guide, entrance fees, three-course lunch incl. drinks (Sept. 30th), all expenses with bus, driver, guide and local taxes.

Friday, 30th September 2005: Queluz, Sintra and Cascais (full day, lunch included)

In the morning, you will visit the Queluz Palace, a former Royal Palace built in the 16th century, before continuing to Sintra. You will discover one of the most romantic villages of Portugal and enjoy its peaceful atmosphere. A nice lunch in a local restaurant will be served and after visiting the 15th century Royal palace, departure to Cabo da Roca, the westernmost point of continental Europe. Return to Lisbon via Cascais and Estoril, one of the most beautiful stretches of the Portuguese coastline.

Saturday, 1st October 2005: Old Lisbon (half day, morning)

The historical parts of Lisbon will be explored. In Belem, the part of the city that has a very strong connection to the discoveries, you will visit: Jeronimus church (interior), Jeronimus monastery (exterior), Belem Tower (exterior), Henry the Navigator's monument (exterior). Then the old town Alfama will be visited by foot as it is the best way to experience its special atmosphere. On the top of the Alfama Hill is located the fortress of Saint Jorge from where you have a wonderful view of the city and the river Tagus.