



CALIFORNIA CREDIT UNION COLLECTORS COUNCIL

Since 1978

INLAND VALLEY CHAPTER

CHAPTER PRESIDENT

Tracy Arroyo, COO
Inland Valley FCU

CHAPTER VICE PRESIDENT

Jerlene Dinnage, Collection Manager
Inland Valley FCU

CCUCC - Inland Valley Educational Meeting

Tuesday, August 18, 2026

REGISTRATION DEADLINE: August 14, 2026

The Delinquency Crystal Ball

GUEST SPEAKER(S): Bill Perrella, Associate VP of Business Development, at Williams & Fudge

TOPIC: Join us for an informative session with Bill Perrella, Associate Vice President of Business Development at Williams & Fudge. Mr. Perrella will be discussing the following: Early-stage delinquency indicators- Economic risks to watch for - Loan segments showing stress - predictive collection strategies - Text, AI, Self-Service and next generation of recovery.

WHO SHOULD ATTEND: Collections, Loan Servicing, Mortgage Lending, Consumer Lending, Member Services

SCHEDULE:

11:30 am- Registration

12:00 pm - Lunch & Speaker

NEW LOCATION:

Old Spaghetti Factory

3191 Mission Inn Ave.

Riverside, , CA 92507

CHAPTER CONTACTS:

Tracy Arroyo: tarroyo@ivfcu.org

Jerlene Dinnage: jdinnage@ivfcu.org

MAKE CHECKS PAYABLE TO: CCUCC Inland Valley Chapter

MAIL CHECKS TO:

Inland Valley FCU

Attn: Tracy

9389 Cherry Ave

Fontana, CA 92335

REGISTRATION FEES: \$40 Credit Union | \$55 Non-CU | \$60 Business Partner | \$75 Non-Business Partner

[Pay Online here!](#)

If reservations are received after August 14 2026 OR you show up at the door without a reservation, there will be an additional \$5.00 charge.

NOTE: YOU CAN E-MAIL THE REGISTRATION & BRING YOUR CHECK WITH YOU, WITH NO EXTRA CHARGE, AS LONG AS WE HAVE THE REGISTRATION PRIOR TO DEADLINE

Credit Union/Company:	# of Attendees:
Names:	