



Managing a Consumer Lending Business, 2nd edition

David Lawrence, Arlene Solomon

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Managing a Consumer Lending Business, 2nd edition, summarizes the lore and knowledge of the business in the early 21st century. It covers many subjects a good manager should know: the importance of how to attract enough good accounts to offset the inevitable bad accounts that every lender will get, controlling line sizes, encouraging use by good customers/controlling the use by bad customers, managing profitability with predictability, if he or she is to effectively run a high-volume consumer business.

The second edition covers some of the problems the financial services industry experienced in the early 2000s and some of the resulting regulations implemented. The updated MIS demonstrates and compares this later period to earlier results for the industry.

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