



Using a debt recovery / collection agency will damage my relationship with customers.

One of our aims (aside from collecting your debt successfully) is to maintain positive communication with your customer to enable business relationships to continue if you choose to do so.

Debt recovery / collection agencies are not cost effective.

Working with a no collection, no fee agency means that using an agency prior to legal action is a more cost effective option than going straight for legal action.

We work with customers to apply to the most relevant statutory costs to the account. In most cases our customers actually see that our collections are so successful the process not only results in the collections being cost neutral but they can even become a profitable exercise.

Debt recovery / collection agencies are to process driven.

Our service is the opposite. Whilst some processes are automated, the actual collection process is dynamic and works with both our customers requests and the information we have regarding the debtor. For example, if we can see a debtor has a string of unpaid CCJ's, we will look at and discuss the options for alternative action to ensure the debtor understands what the implications of non payment are, to ensure they don't just think 'just add another CCJ to the list'.

We will ensure the onus is on the debtor when it comes to delaying tactics, like no invoice received or the account is disputed.

I already have a log standing relationship with a solicitor

We work with customers who use different collection options depending on the debt that is overdue. If you already have a relationship with a solicitor then we are happy to work on cases that perhaps you would normally write off. For example, smaller amounts where legal action wouldn't be cost effective.

This can be a great way of increasing your collection rates and can also be used as a comparison exercise if you would like to test a new process before rolling it out.