



Debt Recovery Proposal 2024

Presented to



Fire Industry Association

Leading Excellence in Fire Since 1916

Presented by

Collection House Ltd



Chartered
Institute
of Credit
Management



Collection House Ltd is a leader in the credit services industry

Collection House Ltd are proud to be one of the UK's longest established Debt Collection Agencies with over 24 years of providing cost-effective and efficient Commercial Debt Recovery and Credit Control services.

With CICM accredited experts at your disposal, instructing Collection House Ltd can be the catalyst to provoke a response and resolve your debt. For FIA members, our team will offer pre and full debt recovery collection services at a reduced rate, agreed by the Fire Industry Association.

- **£100M + Debts collected**
- **1000 + Happy Clients**
- **100 + 5 star Google reviews**
- **200 + collections each week**
- **CSA accreditation**
- **CICM accredited experts**
- **Recoveries worldwide**

"Why did we not do this sooner! We would not hesitate to recommend Collection House. The customer service and communication from Louise is excellent and our issues are resolved quickly and professionally. We have recently sent a number of long outstanding invoices to Louise amounting to over £3500 and have received over £3000 back within days" -

Fireshield Fire Protection Ltd
(FIA Member)

About Us – The Senior Debt Recovery Team



John Matthews MCICM
Managing Director



Richard Matthews MCICM
Director & Consultant



Louise Tan MCICM
Head of Client Services



Craig Maplesden
Head of Operations



Darren Cobbett
Debt Recovery Manager



Naomi McKinley
Senior Collections Agent and
Risk Management



Mary Stalker AATQB
Senior Collection Agent



Tracy Edwards
Senior Office Administrator

CAT 1 (Overdue invoice reminder):

We will send out a letter to the debtor on your behalf and request payment within 7 days. You pay the upfront fee (see brochure) but will not be charged if monies are recovered within the 7 days - they will pay you directly. If, however, payment is not made, you may need to engage our debt recovery service fully.

Notice Before Claim:

This letter is sent by ourselves to your debtor and gives them 7 days to respond. The letter is the start of our debt recovery process and therefore would then be subject to our commission fees.

Credit Check:

We can run a full credit report on potential clients so that you know their ability to pay; giving you peace of mind.

Tracing:

Every year millions of pounds are written off due to debtors absconding and proving difficult to locate. We use a panel of specialists trace agents who provide accurate information combined with competitive turnaround times and high success rates.

Invoice protection:

The service allows FIA members to display our company logo on their invoices in return for a fixed monthly fee (see brochure). This puts your client on notice that you have a professional arrangement in place with one of the UK's leading Debt Recovery Agencies, if payment terms are not adhered to. This facility has been proven to help with cashflow and reduce aged debt.

Full debt recovery services:

At Collection House Ltd, our debt recovery activity is conducted on a 'no collection, no commission' basis, which means we always back our experts to be successful in recovering monies so that we too can be paid.

This approach ensures we're fully committed to bringing the desired results for our clients and that we always go that extra mile in order to maximise recovery. We are also sensitive that you may still want your current debtor to remain a client, therefore we will act accordingly. We treat all debts as if they are our own and put every effort into making sure you recover what is rightfully yours...



Step 1: Letter Of Claim

This is the start of the debt recovery process. Collection House Ltd will work on a 'no collection, no commission' basis on all commercial (B2B) debts instructed on by members. CH will aim to recover the full invoice sum and return it to your members, but retain any additional late fees received (compensation and interest). This will result in a FREE service.

In the event the additional fees are not recoverable, we will charge a commission rate of just 7.5% on all monies recovered; as long as they are not disputed, are under 12 months old (from invoice date) and are not subject to CCJs. Those debts that are subject to the above, and where additional fees cannot be recovered, we will charge 10%

Initially, a letter, outlining to the debtor that Collection House Ltd are now acting on this debt on behalf of yourselves will be sent via email and post. We need to make sure at this stage that all contacts details are correct, including a contact number and trading style (ie LTD, LLP, Sole Trader, Individual). For limited companies and sole traders, we can add interest and late fees under the Late Payment of Commercial Debts (interest) Act 1998. We will always aim to recover these, albeit it is not always possible.

With a debt owed by a sole trader or individual, by law (in England and Wales), we would need to send a PAP (Pre-action protocol) letter. The PAP allows the debtor up to 30 days to respond with their financial position and how they can pay the debt back. The cost of a PAP to FIA Members will be £ 55 + vat. It is essential that a PAP is created to commence a chase.

In rare circumstances, where a case is (or becomes) heavily disputed, our dispute resolution team will evaluate your file and give their recommendations on how to proceed. The panel will consist of our MD, John Matthews, legal partners and (on occasion) insolvency practitioners. This process will attract an additional, 'one-off', handling fee, but could be essential for a successful recovery.

The 'LOC' will include your principal sum (invoice amount), plus late fees (as outlined above) After approx 5 days, we will then call the debtor to make contact.

There will be occasions, after a number of attempts, where we cannot make contact via the three means provided. We will then contact yourselves to see if you have any further information, or suggest a trace (see page 9) if the debtor has been seen to have 'gone away'.

We will make a number of attempts at this stage to make contact and recover the debt. Outcomes can include; full payment (at an agreed date), payment plans and instalments.

Step 2: Escalation

If our collection team have not been able to receive agreement, or recover monies at this stage, the debt will be escalated to our management team to evaluate the file and make recommendations to you, on how best to proceed.

Step 3: Pre-legal process

Depending on the information garnered via the collection process, our senior team will offer advice on which mechanisms we believe should be considered at this stage, such as; 'Deeds of Guarantee' to provide security for you and which means the Director would be personally liable for the debt, Section 122 (1)(f) (7 Day) Insolvency Notice, which puts the debtor on notice that in the absence of non-payment we reserve the right to proceed with a winding-up order on the grounds that the company is insolvent.

Legal action should only be considered if commercially viable, or as a matter of principle if the cost of a legal claim outweighs that of any possible financial return.

You may consider taking out a CCJ which can then be heard by a court with the ultimate goal of it being awarded your way. This can provoke payment, and if not, can be enforced. At all stages, we will both advise and seek confirmation from yourselves before execution. See 'Non-negotiable Ancillary Collection fees' for costs.

Step 4: Legal process

We will always aim to recover your debt without the need for legal proceedings. However, sometimes disputes can only be resolved by the courts. We have been working with our preferred legal partners for over 20 years and have an excellent recovery rate with them. If your case does require legal proceedings, we can forward our bespoke brochure which outlines our role in helping you.

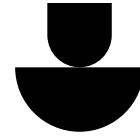
Legal proceedings come with an initial £ 95.00 + vat fee, so that we can prepare and refer your file to our solicitors. Court fees depend on the claim value (principal debt) you are chasing.

In partnership with

Harwood
& **CO**

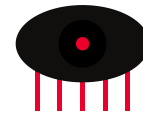
Our Technology

Westcom Networks (UK) LTD
Paxcroft Farm
Office 21e
Hilperton
Trowbridge
Wiltshire
BA14 6JB



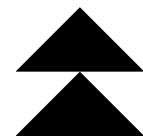
Secure

Cybersecurity provided by
Westcom Networks (UK) Ltd
to keep your data safe



Safe

Replicated data centres so
services are continuous in
the event of a disaster



Reporting

24 hour portal to track
progress. Bespoke
management and KPI
reporting available
(at extra cost)



Non-negotiable Ancillary Collection Fees

Description	Collection House Ltd Fee (+ vat)
Notice before action demand	£ 35.00
Letter before claim (complex/disputed)	£ 350.00
Section 122 (1)(f) (7 Day) Insolvency Notice	Debts between £ 750 - £ 5,000 = £ 375.00 £ 5,000.01 - £ 10,000 = £ 575.00 £ 10,000.01 - £ 50,000 = £ 975.00 £ 50,000.01 = £ 1,575.00
Trace Report	See page 9
Full Company Credit Report	£ 30.00
Debts subject to CCJ's, disputed or over 12 months old	10% commission
International debts	£ 135.00 handling fee and 10% commission fee
Invoice Protection	£ 50.00 per month
Deed of Guarantee	Debts up to £ 5,000 = £ 400.00 £ 5,000.01 - £ 10,000 = £ 575.00 £ 10,000.01 - £ 25,000 = £ 875.00 £ 25,000.01 = £ 1,175.00
Statutory demand	£ 100.00
PAP (Pre-action protocol) for individuals and sole traders	£ 55.00
Dispute Resolution Panel	POA
CAT 1 (Overdue invoice reminder)	£ 50.00

Description	Collection House Ltd Fee (+ vat)
Address Trace Report	£ 95.00
Express Address Trace	£ 135.00
Employment Status Report	£ 115.00
Address Trace & Employment Status Report	£ 145.00
Business/Company Trace	£ 105.00
International Trace	£ 175.00
Asset Search	£ 275.00

Address Trace Report

Locate your subjects current residential address along with all other relevant contact information available (including landline and mobile telephone numbers/ email addresses/ CCJ info in debt matters)

Express Address Trace

Available where urgency is required

Employment Status Report

Confirm subjects employment status along with all other contact information available (including landline and mobile telephone numbers/ email addresses/ CCJ info in debt matters)

Address Trace & Employment Status Report

Both of the above in one combined report

Business/ Company Trace

Confirm if a company is trading, Locate the business address, contact telephone number(s), email and website (including other relevant information)

International Trace

Locate individuals who have moved abroad

Asset Search

Obtain details of assets upon which can be levied, including Land Registry documentation, CCJ/ IVA & Bankruptcy information. This report can be combined with a trace and/ or employment status report if required



Getting in touch



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