

10 reasons why you should use our collection services

Even the best credit management teams can't chase every debt successfully, so occasionally you need a trusted partner to help collect money owed to you. Whether your debt is covered under your Policy or not, you can arrange for us to do the collection for you. Why should you use our collection services? Here are just a handful of reasons:

- 1 Practical experience**
In 2018 alone, we collected £45 million on behalf of our UK and Irish clients.
- 2 Global operations**
We have expertise covering local regulations and practices in scores of countries. Globally, we collected more than 250,000 payments in 130 countries.
- 3 Professionalism and communication**
We are skilled in collecting payments and we focus closely on each case, keeping you informed every step of the way. Our people are friendly and strive to make your experience as smooth as possible.
- 4 Tact**
We are mindful of trade relationships and seek to protect the goodwill between you and your clients where possible.
- 5 Speed**
We act quickly and have a large number of tools at our disposal to research companies and uncover reasons for non-payment.
- 6 Reduced cost of action**
Commission and legal fees will be indemnified in proportion to our liability (under most policy types), reducing potential costs to a minimum.
- 7 Legal**
We have trusted legal partners who are ready to act if a case moves to legal action.
- 8 Customer service**
We aim to provide the best customer service in our market. To ensure high standards, we run a range of internal metrics to monitor response times and satisfaction rates.
- 9 Less admin**
Using our collection services means you don't have to give us regular updates on your overdue debts.
- 10 Lower premiums**
If we collect your debts, it avoids claims which helps us keep your premium rate as low as possible.

Any questions?



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