National Collection Services

Company Profile

# *Your Boutique Collection Agency providing National Collection Services*

www.natcollection.com.au | 1300 888 758

*The importance of a Credit Department is becoming increasingly crucial to an organisation along with the personnel who administer its many functions.*

*As credit is now a fundamental component to any business, suppliers who provide solutions to Credit Managers are becoming ever increasingly important to the general running and performance of a credit department.*

*When you employ National Collection Services you are not working with a call centre on the other side of the world. Our Australian based dedicated Collection Managers do not use auto-dialers or work with generic scripts. We are a boutique Collection Agency that sees ourselves as an 'extension' of your internal credit department, a partnership with focus being placed on the associated levels of engagement, support, communication and goals of your organisation supporting a long-term relationship.*

*I encourage you to experience the NCS difference and gain a relationship with an agency who cares about your success.*

*Thank you for taking the time to review this valuable information.*

***Dale Hannan*** *MICM*
*Managing Director*
*National Collection Services*

National Collection Services

National Collection Services is a fully licensed Collection Agent:
Licence Number 3294703 Debt Collectors (Field Agents and Collection Agents) Act 2014

Memberships: Australian Institute of Credit Management (AICM) | Institute Mercantile Agents (IMA) | American Collectors Association (ACA)

National Collection Services

# *Your Boutique Collection Agency providing National Collection Services*


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**Melbourne**

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**Brisbane**

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# Introducing National Collection Services

National Collection Services provides clients with practical, effective and innovative business solutions that not only anticipate and address potentially adverse situations, but also wherever possible, avoid them. We understand that in a time of intense commercial and legislative change, clients increasingly require a combination of expertise and hands-on experience in their commercial debt recovery processes.

By working with you to gain a thorough understanding of your business objectives, you can feel confident that NCS will provide a tailored, comprehensive debt collection service.

National Collection Services pride ourselves on the fact that as a debt recovery unit, we are pro-active, energetic, versatile and outcome focused. By understanding our clients' needs, values and priorities, we are able to provide a strong individually focused quality of service.

Working in small, highly skilled and efficient teams across Australia, NCS is your boutique Collection Agency providing National Collection Services.

- **Competitive Commission Rates**
- **Comprehensive Reporting Systems**
- **Cost Effective Coordination of Legal Services**
- **Consulting in all Areas of Credit Management**
- **Competent and Dedicated Account Managers**

## Accounts Receivables Management

Many businesses find that accounts receivable management is time consuming, taking attention away from the vital daily focus of running your business. NCS has the ability to receive your overdue accounts in bulk form and contact your clients on your behalf. Communication with your clients involves an 'Overdue Notice' reminding your customer of their overdue account (which optionally can be) on your letterhead as well as telephone calls and SMS messaging.

## Demand Letters

As part of NCS's comprehensive debt collection service, NCS recognises communication with debtors is vital. A suggested minimum of two demand letters are issued and posted to each loaded debtor. NCS welcomes the option of the second demand letter being a NCS demand letter (Intention to Proceed Letter) or a Solicitors Demand Letter being on Solicitors Letterhead. The Solicitors Demand Letter provides a stronger voice to debtors ensuring the crucial importance of payment.

## Telephone Demands

As part of NCS's comprehensive debt collection service, our focus is to establish contact with debtors and obtain an understanding as to why the account remains unpaid/overdue. Once contact is established we demand immediate payment, negotiate a payment plan or when a dispute is raised, we seek a written explanation to forward it to you for comment.

## Skip Trace and Data Washing

Contact with debtors is vital. Obtaining and using the most up to date information available is essential in any collection strategy. NCS recommends taking advantage of data washing and skip tracing to ensure current and up to date addresses and telephone numbers are being communicated to. Current data providers operate within the Privacy Act and obtain information from numerous databases fully compliant with Australian legislation.

## SMS Messaging

As the world changes, so does the way we communicate. NCS prides itself on utilising the latest in technology and as such has proven results using SMS technology when communicating with debtors. NCS advocates the usage of SMS messaging for every mobile phone number referred for collection to increase contact rates should contacting the debtor prove unsuccessful.

## Field Calls

NCS has built a national network of fully licensed Field Call agents in addition to utilising Court Bailiffs and regional Police to attend a debtors principal residence to interview the debtor, make face-to-face demands and serve Court documents.

## Coordination of Legal Services

NCS maintains national relationships with a Panel of Solicitors. These relationships allow us to proactively manage both undefended and defended matters in all States and Territories, within all Local, District, Supreme and Federal jurisdictions and their equivalents.

# Debt Collection Services

## National Collection Services specialises in corporate debt recovery with a strong and consistent success rate in the debt recovery process.

Our focus is on helping businesses improve their cash-flow management through our effective debt recovery processes.

NCS differentiates itself from competitors through highly trained, experienced and dedicated staff members and debt recovery teams working closely with clients.

NCS maintains contact throughout the whole recovery and litigation process, ensuring our clients receive a professional and seamless service.

NCS is a Licensed Commercial Agent and a member of the Australian Institute of Mercantile Agents, Australian Institute of Credit Management and American Collectors Association.

> *Their recovery rates are testament to their in-depth knowledge of credit and recovery processes and their ability to think "outside the box".*
>
> *Group Credit Manager*
> *B&D Australia Pty Ltd*

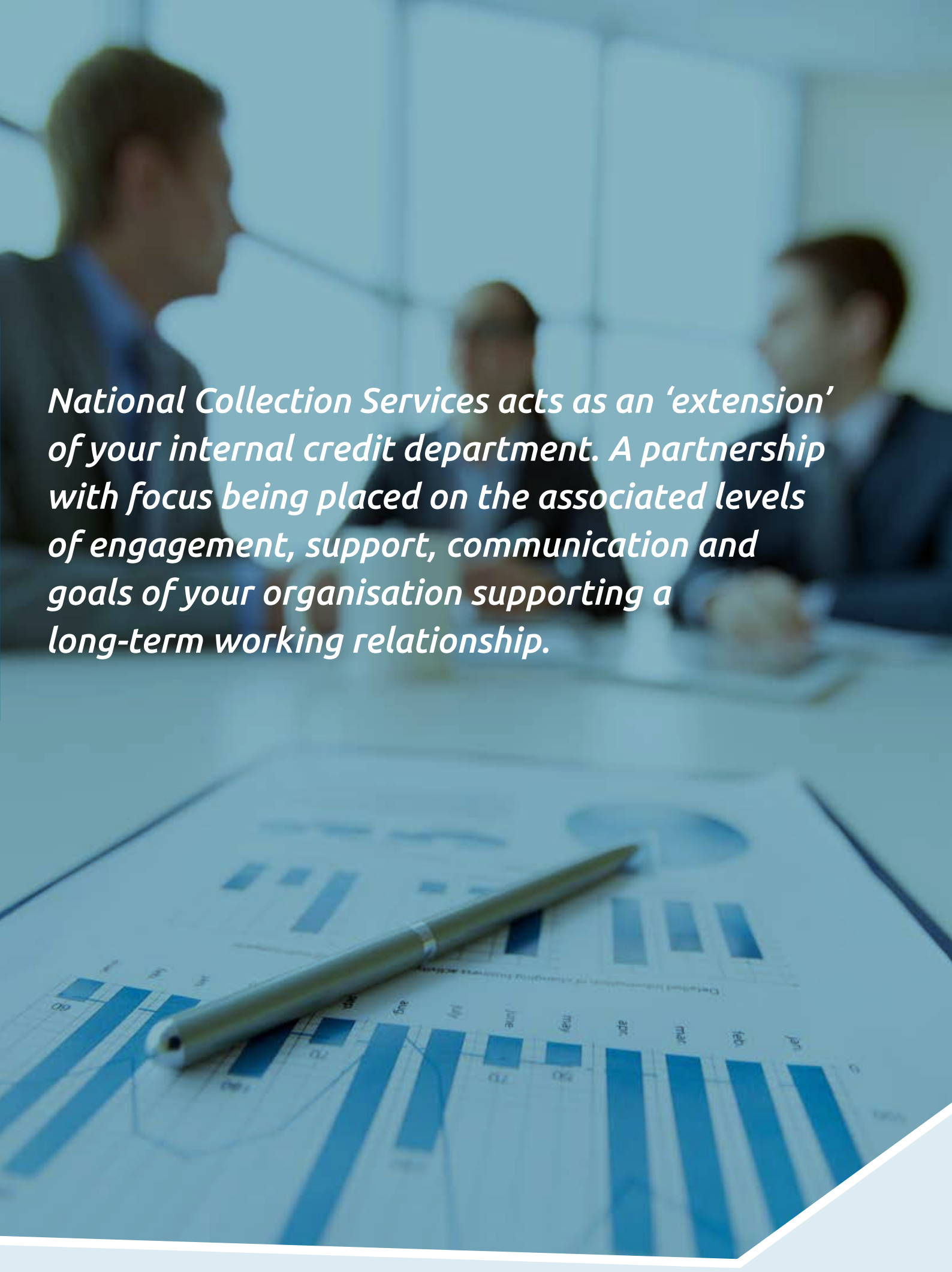
## Peace of Mind

NCS does not send work offshore, or use offshore call centres. Your Collections Manager is based in Australia, working hands-on with you to manage your debt recovery needs, able to report to you exactly how your case is progressing. This hands-on approach means your Collections Manager has a thorough understanding of the history and progress of your case. Your Collections Manager can answer your questions quickly and confidently, working to deliver efficient outcomes.

## Experience

Founded in 1998, NCS is committed to assisting you with your debt recovery needs and continually strive to provide you with the highest levels of service within the industry.

Dale Hannan, Principal of NCS, has previously hold the roles of QLD Councillor and Treasurer of the Australian Institute of Credit Management (AICM) and was the QLD winner of the Young Credit Professional of the year award in 2008 and 2011. NCS is a supporter and member of the Australian Institute of Credit Management, Institute of Mercantile Agents and American Collectors Association. Continued close alignment with these industry groups not only demonstrates a commitment to compliance and professionalism, it also allows NCS to keep up to date with changing legislation and industry trends.



*National Collection Services acts as an 'extension' of your internal credit department. A partnership with focus being placed on the associated levels of engagement, support, communication and goals of your organisation supporting a long-term working relationship.*

*With dedicated Collections Managers assigned to every account, and no offshore call centres or data collection points, you can rest assured that your business is receiving the attention it deserves and is fully compliant with Australian legislative requirements.*

# Accounts Receivable Management

> *[DHL] utilise NCS to recover overdue accounts. Their prompt and efficient handling of our matters gives credit to their expert professionalism as credit specialists.*
>
> *Credit Control Manager*
> *DHL Global Forwarding (Aust) Pty Ltd*

## NCS understands that many businesses find accounts receivable management time consuming, taking attention away from the vital daily focus of manufacturing, production, sales and customer service.

NCS is available to take care of this task for you. Your dedicated Collections Manager can handle your outstanding receivables, contacting your clients on your behalf. With advanced technology systems, they can forward letters and follow up with phone calls where necessary, and provide you with regular account status updates.

Adhering to strict and highly professional collection guidelines, your Collections Manager works to ensure your business accounts are paid promptly and your client relationships are maintained.

# Coordination of Legal Services

## One of National Collection Services' key strengths is their ability to provide complete debt recovery solutions which includes coordinating civil litigation.

NCS works with you coordinating legal services throughout Australia.

Supported with inhouse Paralegal expertise and through an Australia-wide network of Solicitors, a written costs estimate will always be provided to you for approval before any legal action is commenced on your behalf, so you are in control of costs throughout the process.

> *NCS consistently and reliably provide a superior professional service. I particularly like their 'no surprises' fixed rate schedule which helps to manage budgeting costs.*
>
> *Credit Manager*
> *Lindsay Australia*

## NCS Legal Services

- Claims
- Judgments
- Caveats
- Writs
- Examinations
- Warrants
- Statutory Demands
- Bankruptcies Notices
- Creditors Petitions
- Winding Up Applications
- All Australian jurisdictions

## National Panel of Solicitors

NCS maintains a National Panel of Solicitors to undertake litigation for clients as and when required. This panel is assessed and evaluated on their systems, compliance and understanding of certain industry specialisations. Utilising a panel of Solicitors ensures cost effective and prompt resolutions within any Australian jurisdiction.

*With National Collection Services' experienced and solid business approach, strong business partnerships and advanced technology systems, they think and act smarter to deliver your business efficient, cost effective collection and legal services.*

# Advanced Technology Systems

NCS operates with an industry endorsed Australian owned and managed technology platform.

The entire debt collection process, including repossessions, process serving, field investigation and online database searching, is covered in a single application that has a trusted and proven track record within the debt collection industry.

With 24/7 desktop, mobile and remote access and an Australian based technical support team, our advanced technology systems work to help NCS collect debts faster.

NCS clients can log in via an online portal to view case progress, refer new debts and produce reports immediately.

To ensure quality is maintained, and in line with the disaster recovery process, Service Level Agreements are in place with all technology suppliers.

## Collect Debts Faster

- 24/7 Client online access
- Clever automation of complex tasks and efficient workflow
- Integrated SMS
- Fast reporting
- Litigation including electronic lodgement of legal documents and automated upload
- Bulk Updates
- Integrated billing and trust management

# Quest for Quality

## Audit

As a Licensed Mercantile Agent, NCS maintains strict guidelines pursuant to the Acts and Legislation governing the Collection Industry.

All staff are licensed, competently trained and regularly tested to ensure compliance.

In line with their business strategy and quest for quality, NCS is audited externally three times per year to ensure compliance and conformity.

## Disaster Recovery

NCS maintains a fully documented disaster recovery process.

NCS generates daily, weekly and monthly back-up files with each file being uploaded to an offsite (Australian based) data centre. No data is stored offshore.

NCS also employs hosted servers operating (Australian based) offsite to be used as part of our contingency plan. Procedures tested in a disaster situation returned the business being fully operational within 4 hours.

## Health and Safety

NCS has in place a company wide Health and Safety Policy, which complies with all legal requirements and takes every precaution to ensure the wellbeing of all staff members and visitors. NCS requires that the conduct of each individual is such that it does not contribute to the occurrence of accidents or creation of hazards which may endanger the individual or other persons. A copy of this Occupational Health and Safety Policy can be made available upon request.

## Complaints Handling

NCS places a high priority on the recording and resolution of any complaint received. Any complaint received, whether it be verbal or written, implied or explicit, irrespective of its validity or authenticity, is recognised, treated seriously and actioned swiftly.

NCS employs a Service Level Agreement approach to managing key customer relationships.

This agreement details all key aspects of our client relationship and day-to-day operations, particularly in the areas of key performance measures, escalation points, milestones and reporting.

Our fully documented Complaints Policy is available to be examined and is reviewed annually.

# National Collection Services Here to Help

## Remittance of Debtor Trust Funds

Our priority is recovering your doubtful debts as quickly as possible and improving your cash-flow. Supporting this, our systems allow for the refund of your trust monies received by us to be remitted to you via Cheque or EFT daily, weekly, fortnightly or monthly. With flexible remittance of trust funds, you can immediately improve your companies cash-flow concerns.

## Collection Software

Our Collection software is designed for and based in Australia with technical support within Australia. This ensures we are able to maintain business as usual with guaranteed uptime service levels. Also in-line with RG 96 ASIC & ACCC Debt Collection Guidelines: For Collectors and Creditors, our SMS messages are only sent and released within timeframes allowed in Australia (ie. no public holidays etc.) ensuring compliance with each relevant State's Legislation.

## Compliance

Remaining complaint is at the very core our business.
All Collections Managers at NCS are fully trained, continually educated and tested on industry legislation requirements. Memberships and close alignment with the Australian Institute of Credit Management, Institute of Mercantile Agents and American Collectors Association strengthens our commitment to meeting and exceeding legal and regulatory obligations. NCS takes a proactive examination of all business policies and procedures to ensure compliance standards are achieved at all times.

## Panel of Solicitors

NCS maintains a National Panel of Solicitors to undertake litigation for clients as and when required. This panel is assessed and evaluated on their systems, compliance and understanding of certain industry specialisations. Utilising our panel of Solicitors ensures cost effective and prompt resolutions within any Australian jurisdiction.

## Licences and Insurance

We are a fully licensed Mercantile Agency and operate within the spirit and letter of the law to give you peace of mind. A copy of our licences are available for inspection at any time. We also carry appropriate levels of insurance cover. A certificate of currency for each insurance policy is available for inspection upon request.

## Reporting

All NCS clients have access to over 100 industry standard reports, or we can create defined reports to your specifications. Reporting can be generated and sent to you daily, weekly, fortnightly, monthly or can be easily self-generated via our online portal 24 hours a day, 7 days a week.

## Payment Options for your Debtors

As obtaining payment from your debtors is crucial to our success, we accept all forms of payment whether it be Cheque, Electronic Funds Transfer, BPAY, Credit Card or Direct Debit. You can be assured with certainty payments received are receipted into our trust accounts daily and we have the best tools available to recover your funds as quickly and as effectively as possible.

*Working with you to provide tailored services so you can concentrate on building your business.*

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