



Credit Control Services 2024

Presented to



Fire Industry Association

Leading Excellence in Fire Since 1916

June 2024

Presented by



Chartered
Institute
of Credit
Management

Collection House Ltd

Collection House Ltd **is a leader in the credit services industry**

Whether you are a sole trader or multi-national company, maintaining regular contact with your clients will ensure payments are up-to-date and any issues resolved in a timely manner.

In the current climate, where UK insolvencies are at the highest level since records began, it is understandable to focus on cash flow. However, if you are spending most of your time chasing invoices, or struggling to keep up with outstanding debt, then give us a call.

4.9 ★★★★★  Google Reviews ★★★★★



"Great team who support our business here at Chris Lewis Group. We have been working with these guys for many years and are proud of everything we have achieved together. Bring on 2024!"

Chris Lewis Fire and Rescue
(FIA Member)

Who We Are



24 years
of trading



Experience
We work on ledgers across multiple industry sectors



Audit
We can audit and give our expert advice on your ledger



Escalation
We can seamlessly escalate aged debtors to our in-house recovery teams



Solus
We will create a dedicated team to work solely on your ledger(s)



1000+
Happy clients



About Us – Credit control & Senior management team



"The level of service and professionalism they provide is second to none, and I can categorically state that our relationship has been built on honesty, commitment and results."



John Matthews MCICM
Managing Director



Richard Matthews MCICM
Director & Consultant



Louise Tan MCICM
Head of Client Services



Craig Maplesden
Head of Operations



Katie Benbow
Senior Credit Controller



Jill Neate
Senior Credit Controller



Mary Stalker
Senior Credit Controller



Tracy Edwards
Senior Office Administrator

Why outsource your credit control?

Experience & Expertise

We have been providing credit management services including credit control for over 24 years and during this time we have helped thousands of customers survive and prosper by taking control of ledgers, including aged debts. We implement processes including adding additional security if required.

Maintaining good relationships

We know how important it is for you to keep a good relationship with your clients. With our team of professional credit controllers, including experienced credit managers, we act on your behalf to alleviate any issues in a timely and friendly manner, ensuring prompt payment of outstanding invoices.

Peace of Mind

Working alongside yourself (or your in-house team), we are able to increase contact time; ensuring any issues are identified early, resolved amicably. We put our clients at the centre of everything we do and understand that both your reputation and relationships with your clients are of utmost importance.

Tailored packages to suit your budget

We understand that every business is different and therefore, their needs are different too. We can either take a look at your ledger and offer our expert advice on how many hours per week/month are required. Or, we can take your lead on what you require, based on what you would like to spend.

As part of this package, we will allocate a specific phone line and email address so that clients will be under the impression they are still dealing with your company.

Online payments

As a 'third party' we would recommend an online payment portal on your website or systems, whereby we can take the card details and payment, albeit inputting the details onto a secure electronic platform.

The debtor would receive a receipt of payment (from yourself) and your team would receive a 'ticket' to let them know payment has been made. This means we do not handle any money and the debtor is unaware of our involvement.

The preferred online payment portal similar clients use is called 'Stripe'.

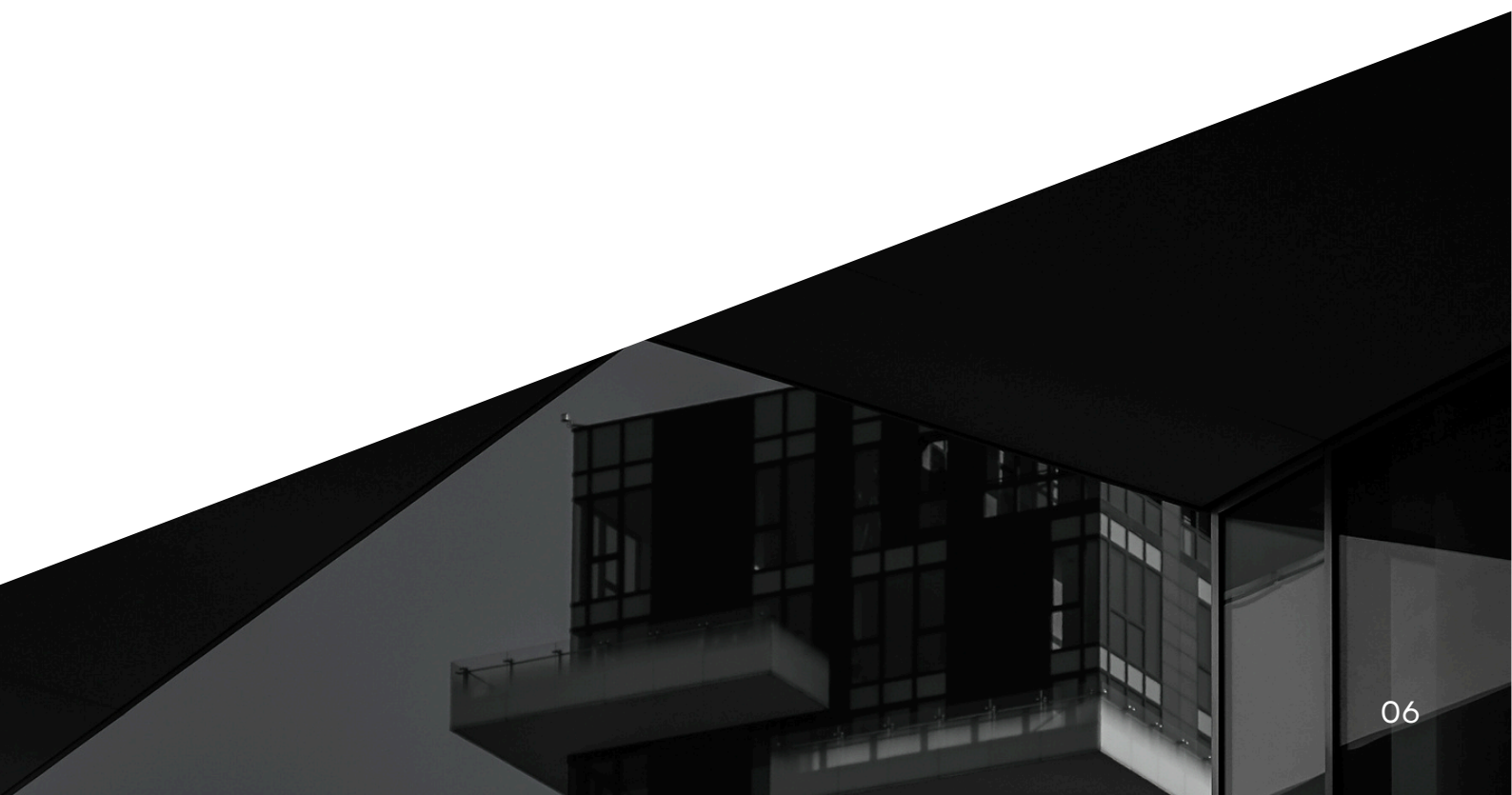
Fixed monthly fee

As already mentioned, as we appreciate every business is unique, we will create a package that is unique to you and charge a fixed monthly fee. This means you can budget for this service each month and have peace of mind that our rate to you will be frozen for a 12-month period.

This fee would include unlimited trace searches, dedicated phone lines and emails, designated staff allocation and live progress reporting.

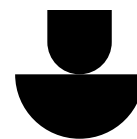
We are also flexible in covering any holiday leave you have internally, so that your accounts are always maintained.

If you have any questions or accounting needs, please do not hesitate to call Craig on 01225 717916 or email: fiamembers@collectionhouse.co.uk



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)



Getting in touch



www.collectionhouse.co.uk



fiamembers@collectionhouse.co.uk



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