

## Debt Collection

Our collection service provides an effective and consultative debt recovery programme. You'll be assigned a professional debt collection officer who will work personally with you to recover outstanding debts.

Your collection officer will:

- Liaise with you and the debtor
- Keep you informed of progress
- Help assess the next course of action
- Answer your questions regarding your account and processes used
- Tenaciously pursue full payment of your debts

This will be achieved through:

- Letters
- Phone calls
- Personal visits
- Litigation
- Repossessing goods
- Tracing

The Debtworks approach is driven by a desire to rebuild your relationship with your customers. As such, we endeavour to reduce and resolve potential economic and legal risks involved with a debt. Debtworks aims to obtain:

- Full debt repayment OR
- A repayment programme that's acceptable to you OR
- Security in the form of chattels, caveat, mortgage, debenture or guarantee