



## NOT GETTING PAID? HOW WE CAN HELP

New Zealand is a land founded on enterprise. Being your own boss is a dream many of us pursue and it certainly offers many advantages. But, stepping out of the protection of earning a weekly wage means confronting the truth that you don't get paid until your customers pay you. And, while most of your customers will probably pay you promptly and without issue, you are sure to get your share of ratbags who drag payment out for months or, worse, disappear without paying you at all!

We are committed to the success of our clients. Our debt recovery team aim to provide a service that will enable you to free up your valuable time from the pursuit of payment so you can concentrate on the effective running of your business.

We offer a more flexible service than large debt recovery firms, tailoring our approach to both your requirements and the response that we receive from each individual debtor. Our comprehensive understanding of each step of the collection process means we can handle each case in the most appropriate way and our extensive experience of working with debtors often enables us to reach a settlement quickly and effectively.

A demand from a law firm is often all that is needed to recover the debt. We have a high degree of success with initial telephone discussions, letters of demand and statutory demands. For more stubborn debtors, court proceedings can be issued to recover outstanding moneys. In many cases, we find that the service of court proceedings will result in payment of the debt.

The debtor will deal with the same one or two solicitors from our firm throughout the debt recovery process. This enables us to build a rapport with the debtor which often assists us in reaching a prompt settlement. It is this personal approach, both in our dealings with the debtor, and with you, that sets us apart from debt collection agencies.

Where there is no apparent defence to the claim, we can offer a fixed fee for recovering monies. This allows you to decide whether to send a debt to us without facing the uncertainty of cost. Defended hearings, bankruptcy and enforcement proceedings are charged on a time and attendance basis. Unlike other debt collection agencies, we do not need to instruct lawyers from outside our firm to attend on your behalf. The lawyer who appears at Court will have been actively dealing with the matter from its inception and will have working knowledge of the file.

In most instances, we are able to pass our costs on to the debtor by adding them to the original balance owed. Where provided for in your terms of trade, solicitor/client costs can also be recovered. If you don't have comprehensive terms of trade, we can help with drafting fresh terms, or reviewing your existing terms.

Our knowledge and experience is here for you to use. Please feel free to contact us to discuss how we can improve the efficiency of your business and take the stress out of collecting debts.

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For more information, please contact one of our offices.

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