

Reducing bad debts and improving cashflow



DWF Recover is a complete debt recovery solution for businesses with debts to collect. It is an inexpensive service for clients who are seeking cost conscious debt recovery solutions.

Through a package of products, we cover every aspect of the legal debt recovery process. Clients can take advantage of the full package or select elements depending on their business needs.

Your recovery options

Collect: We provide a collections service, which may involve a series of tailored letters, telephone calls, emails, faxes and text messages. All of these take best practice from the Office of Fair Trading, Credit Services Association and Debt Buyers & Sellers Group guidance and are compliant with the Practice Direction for Pre-Action Conduct.

Claim: If payment is not secured via Collect, you can choose to instruct us to proceed to court action. We can help speed up the process of debt litigation by offering guaranteed turnaround times for issue and service and provide discounted court fees, through our membership of the County Court Bulk Centre.

Enforce: We can progress to strategic enforcement if a debt remains outstanding, using our debtor profiling and tracing solutions to help locate individuals and any assets that they may have. We have niche enforcement expertise and can handle bulk actions. We can also apply this to any stale judgments that you may have, maximising your potential recoveries.

Demand: Serving insolvency demands and utilising insolvency proceedings as a debt recovery tool for maximum impact.

Technical: You will have access to a specialised legal recoveries team supported by commercial litigation lawyers in the event of disputed or defended claims. Our Technical team also deal with any complex, high value or niche mailers.

“ The UK's SMEs are bearing the brunt of unpaid invoices, with research indicating that they are collectively trying to recover £10.8 billion a year in overdue payments.

***Source: Bacs, Late Payment Costing SMEs billions (2015)**

We will aim to:

Reduce your debtor days

Improve your cash flow

Cut the cost of collection

Access to a complete suite of interactive management information

We offer bespoke reporting using our interactive management information software. This ensures you have a clear picture of what is going on within your business and helps prioritise your debt recovery efforts. Key to our management information offering is:

- Addressing compliance issues;
- Transparency of information; and
- Responsive reporting and portfolio forecasting.

We also provide free access to our leading edge extranet facility. The extranet has a universal application and provides real-time access to your key data relating to your matters. This allows you to:

Review current case details, including:

- Open inbound and outbound letters and email correspondence;
- Viewing and listening to telephone notes/recordings; and
- Viewing details of monies recovered and costs incurred.
- Communicating your instructions to us; and
- Building and running ad hoc management information reports.
- Referring new cases.

The entire process from Collect through to Enforce can be monitored through this interactive facility.

Consultancy services

We can also provide credit management and legal debt recovery consultancy services tailored to suit your individual business needs. We review your existing credit management and debt recovery policies and procedures.

The aim of this is to enhance your approach to collections by expediting the process, reducing the cost and increasing debt recoveries. The service can also assist with debtor profiling, debt segmentation, highlighting any issues and promoting best practices in terms of processes and strategies.

Free credit health check

Prior to utilising DWF Recover, we offer a free credit health check. This will look at ways in which you can reduce your debtor days and improve your cash flow. By providing suggestions on how to improve your credit control techniques, approach to chasing debt and ways in which you can tighten up your credit management processes, you will have a greater understanding of the importance of cash collection. This credit health check will also identify a number of ways in which DWF Recover could work for your organisation. To find out more visit: www.dwf.law/freecredithealthcheck

Try DWF's Champion Challenge

Let our highly professional and experienced debt recovery team act as an extension of your business and work to protect your reputation and brand. Find out more about how the DWF Champion Challenge lets you decide whether or not your business is getting the best net return from your debt recovery suppliers. Visit: www.dwf.law/championchallenge

Ancillary Services

We offer a wide range of support services to complement the legal debt recovery process including:

Trace: For locating absconders and gone away debtors to enable us to continue pursuing them for payment on your behalf.

Serve: Our nationwide field force can personally serve letters and documents for maximum impact and carry out enquiries.

What our clients say about us:

“ We recently conducted a Champion Challenge using DWF's Recoveries team against an incumbent supplier for our Allstar business. If this had been a boxing match I'd have stopped the fight in the first round! DWF are clearly a heavyweight in their field and it is reassuring to know that they are doing the best job possible. The fact that I am able to measure their performance weekly and also work with them conducting Champion Challenges against other DCA's is the cornerstone of, what is becoming, a successful partnership.

Phil Parry, Vice President Risk (Europe), Fleetcor

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