VIC COLLECT
— DEBT COLLECTION —
Recovering today. Securing tomorrow.
0493 598 587 • 03 5792 2708 • admin@viccollect.com.au
39 The Esplanade, Seymour, VIC 3660 • ABN 12 538 442 816 • www.viccollect.com.au

Proposal for Debt Collection Services

Why Choose Vic Collect Over Other Collection Agencies?

Quite simply, because we are good at what we do. With 30 years of experience in the industry, our highly skilled collection agents have recovered debts across Australia for small businesses and large corporations alike. Whatever the nature of the debt owed to you — commercial, trade, or consumer — we can undertake debt recovery action on your behalf.

We also specialise in credit management, helping you put in place terms and conditions that protect your future cash flow and minimise risk. With Vic Collect acting for you, you can be assured of professional advice on the most effective way to collect your debts — firm and determined, yet realistic.

What We Can Do For You

Debt Collection

Provided on a no collection, no commission basis.

We utilise a Letter of Demand, Final Notice, phone calls, SMS and email in our attempts to recover your outstanding debts. The order and combination of these methods can be customised to suit your needs. We strive to do everything we can to collect your debts, with litigation treated as a last resort, and we never spend money on your behalf without your express instruction. A commercial approach may occasionally be required, but again, only with your authorisation.

Credit Management

The best way to prevent outstanding debts and recalcitrant debtors is to put in place clear trading terms for your business. We can help you achieve this through a number of practical steps that support healthy cash flow — for example, requiring customers and clients to complete and sign a Credit Application Form and/or Personal Guarantee. This makes it significantly easier to collect outstanding debts and helps minimise future collection costs.

Debt Collection Fees

The commission we charge on debts collected is set out in the Commission Rate Table below. The percentage charged is determined by the amount of the debt handed to us for collection.

Debt Amount	Commission Rate
$100 – $1,000	**20%**
$1,000.01 – $5,000	**15%**
$5,000.01 – $20,000	**10%**
Over $20,000	**5%**

Debts over two years old attract an additional 5% commission on top of the above rates.

VCAT orders and commercial rental arrears all attract a 20% commission charge. We do not perform residential rental arrears debt collection.

> *Please note: if a debt is disputed, we are unable to assist with that particular debt, as Vic Collect does not take on disputed debts.*

Worked Examples

- Example 1 — We collect a $2,500 debt for you. You are charged 15% commission.
- Example 2 — You hand us a $1,500 debt, and for some reason we can only recover $900. You are charged 15% commission on the $900 recovered (not 20%).
- Example 3 — A debtor agrees to a payment arrangement of $1,000 per week on a $10,000 debt. The commission rate charged on each payment is 10%.

Credit Management Fees

Credit Check	**$70**
Preparation of a Credit Application	**$400**
Preparation of a Credit Application and Personal Guarantee	**$500**

Miscellaneous Fees

Skip Tracing / Location Agent — successful locate	**$250**
Skip Tracing / Location Agent — non-locate	**$150**
File Extension Fee (extra debt recovery attempts)	**$100**
Field Call (physical attendance at an address)	**To be quoted**

WE DO NOT CHARGE AN ANNUAL SUBSCRIPTION

VIC COLLECT DOES NOT LODGE PAYMENT DEFAULTS

How It Works

This part is easy. Simply complete and sign our Service Agreement and return it to our office by email. We will then forward you details to login to the Vic Collect Client Portal, where you will be able to enter your debts online. From there, we get to work doing what we do best - collecting money. We will always keep you informed of any debtor contact that requires your input, and you are welcome to call or email us at any stage for an update on your debts. Ultimately though, the Vic Collect Client Portal gives you 24/7 access to your accounts, allowing you to enter new debts, get updates and record payments, etc.

Our Standard Collection Process

Where no response is received from the debtor, a full collection process would typically look like this:

Step 1. Letter of Demand sent by post and email — 7 days to pay.

Step 2. Phone call placed.

Step 3. Two days later, SMS sent to the debtor.

Step 4. Two days later, email sent to the debtor.

Step 5. Final Notice sent by post and email — 7 days to pay.

Step 6. We can then go back and perform Steps 2, 3 and 3 one final time.

Each step informs the debtor that Court action may be taken if payment is not received. This procedure can be tailored to your needs; however, we always begin the collection process with a letter, so the debtor has written confirmation that we are acting on your behalf. Should payment not be made after these debtor recovery Steps, we will advise you on either writing off the debt or proceeding to litigation through our lawyers. There is also the option of further debt recovery attempts for a File Extension Fee.

Direct Payment

We want our clients to have access to their money immediately, so all payments are made directly to your account — not into a debt collector's trust account, where funds may sit for up to a month before being refunded. Your money stays in your pocket, not ours. We invoice any commission charges at the end of each month.

Commission Not Carried Through to Legal Action

Sometimes it is necessary to take Court action to recover a debt. As this process can be expensive, Vic Collect will waive debt recovery commission on any debtor payments received once Court proceedings have been filed, unless you are legally able to include recovery fees as part of your claim. We never take this step without your explicit instruction, and a recommendation to proceed to Court is only made after careful assessment of the matter.

There is also the option of filing proceedings with the relevant state tribunal on your behalf — such as the Victorian Civil and Administrative Tribunal (VCAT), or QCAT in Queensland. As above, commission on any debtor payments received after such action is initiated will not be charged, unless the commission fee forms part of the claim filed with the relevant tribunal.

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DATE Our Ref:

ABC Pty Ltd
Address 1
ADDRESS 2

LETTER OF DEMAND

Dear Sir/Madam

Client Name

We advise that we act on behalf of the above named who have instructed us to demand payment of the sum of $(AMOUNT), they claim is owed to them by yourselves.

This amount relates to (DESCRIPTION OF DEBT).

Your failure to pay within our client's trading terms may simply be an oversight on your behalf or you may be experiencing financial difficulties preventing your from making immediate payment. If this is the case, we are open to discuss alternative payment arrangements with you should you wish to contact us to discuss same.

Otherwise, we would request that payment of the claimed amount be paid into our client's bank account (the details of which are below), within seven (7) days from today's date.

Client Name:
Bank:
BSB:
Account No:
Ref:

We trust you will comply with our request for payment.

Yours faithfully

VIC COLLECT

DATE Our Ref:

ABC Pty Ltd
Address 1
ADDRESS 2

FINAL NOTICE

Dear Sir/Madam

Client Name

We refer to our previous correspondence forwarded to you and our numerous other demands for payment by phone and email and note that you have still failed to make payment of an amount owed to our client, in the sum of $(AMOUNT).

Accordingly, we regret to advise that unless the above sum is paid into our client's bank account (the details of which are below), within seven (7) days from today's date, we will be obliged to seek our client's instructions with respect to filing Court proceedings for the recovery of the amount claimed. Please note that the costs of any Court proceedings may be considerable and may be borne by you. There will now be no further communication with you by ourselves or our client's Lawyers prior to any Court proceedings being issued.

Client Name:
Bank:
BSB:
Account No:
Ref:

Please do not ignore this correspondence and feel free to call the writer should you have any questions.

Yours faithfully

VIC COLLECT