



The LPL Newsletter



Issue 22: Summer 2004

Service with Integrity - Results that Matter

Are You Getting the Interest You Deserve

In many cases LPL can recover interest and charges from the Debtor. This can either be via the Statutory Late Payment of Commercial Debts Interest Act or via your contractual Terms and Conditions. This can mean that the debtor will pay some of the costs of third party recovery. It must be remembered that the LPL Client is ultimately liable for any costs of collection. When instructing LPL please ensure that you have added any interest and charges that you may be entitled to. For further information and a useful explanatory booklet call our information department on 020 8597 2229 Ext. 219 or Email info@lplgroup.com.

In the latest European Payment Index European companies late payments have increased in length by an average 14% over the past six years, There is still a great deal of difference in payment habits throughout Europe. In Nordic countries late payment or Days Sales Outstanding is averaging 7.5 days, but in Southern Europe contractual payment terms are as long as 70 days with DSO's still at 19 days. The best paying Countries are Sweden, Finland, Norway, Denmark and Iceland and the worse is Portugal, followed

by Czech Republic, Lithuania and Spain. Compared to the last survey carried out in 1997 the position in Europe is worse than it was.

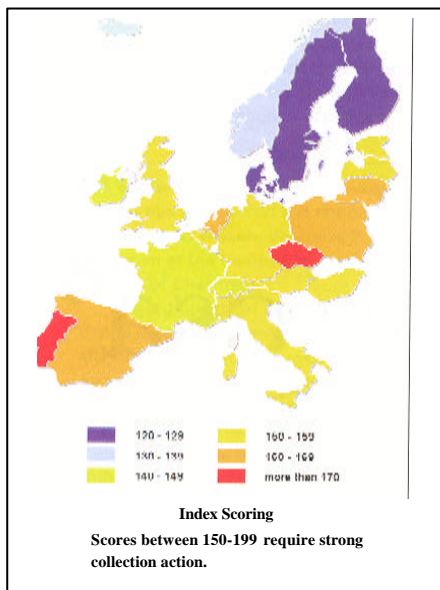
There are more problems regarding contractual and payment queries. Unfortunately the survey also shows that there is a cycle of slow payment that is difficult to break as those countries that have become slower in their commercial payments are now suffering delayed payments from other countries, It is becoming a growing obstacle to international trade that could begin to effect individual economies.

Within the UK, whilst there has not been a significant improvement in DSO's amongst Small and Medium Enterprises (SME's) there is more awareness of the Late Payment Act and the benefit of contractual and statutory penalty clauses on late payment. This has meant that many smaller business are becoming more efficient and are able to demand payment from larger companies with more confidence.

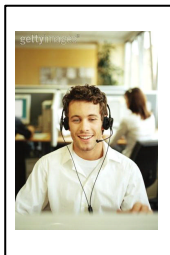
A recent report from the Federation of Small Businesses (FSB) shows that all businesses in the UK are still not keeping to promised payment schedules. The results show a decrease in payment performance over 2002 and indicates that larger companies are still not keeping to promised payment schedules.



Technology now plays a large part in LPL's administration and collection strategy. We are happy to correspond with clients and debtors via Email as well as taking initial instructions via electronic means.



Please contact Gavin or Steve on 020 8597 2229 for further details or Email: info@lplgroup.com. All our collection teams have personal Email addresses.



In the past you may have been contacted by our telephone sales team. We are always anxious to improve our staff awareness, training and professionalism. Please do not hesitate to contact

us should you have any comments regarding their approach. We are also sending out our new LPL survey. Please return it as soon as practicable. It is only with your help that LPL can improve its service to Clients.

LPL training courses are still in high demand. Our improved 'Telephone Collection Technique' Course is attracting record participants. Either held at our local training centre or at Client's premises it offers an unprecedented insight into

debtor performance, reaction and query handling.



Not only does it enhance your own collection activity but it allows you to recognise problem accounts more quickly and speedier third party

action can be instigated, giving far better collection results.

For more training information call our Training Manager Andree Preece on 0208 597 2229 Ext.210 / Email apreece@lplgroup.com or visit our Website on www.lplgroup.com.

LPL continues to expand. With new consultants in Birmingham and Manchester we are now able to enhance our national services. LPL also have a significant client base in Europe, helping our European clients with collection problems in the UK as well as established overseas collections for



clients both in the UK and Europe. Our lead article highlights the payment problems in other countries. It need not be high risk if you have the back up services to ensure prompt collection. LPL's Information Department can give you cost effective Status Reports on businesses in most countries as well as offering collection services if required.

LPL Clients remain one step ahead and are consistently improving their days outstanding. Do not let your Credit Control procedures slip. Use the LPL Flat Fee system as quickly as possible on those accounts slipping beyond terms. The quicker you act the less chance of severe problems later. For re-orders and service information call Gavin on: 020 8597 2229 / glevene@lplgroup.com.

LPL Flat Fee Charges from £6.00 to £16.00 per account handled.

In-depth (2nd Stage) collection services

No Collection - No Fee collection within the UK @ 10%.

All other countries from 16% All costs plus VAT
LPL Commercial Investigations is a trading style of LPL Commercial Services Ltd