



Spring 2009
Issue 36

Newsletter

LPL Commercial Investigations 890-900 Eastern Avenue, Ilford, Essex IG2 7HH England ++44 20 8597 2229 Email: info@lplgroup.com

Why the bad press is so undeserved - an open letter to our Clients



Finding debtors that have 'Gone Away' is a difficult job

Dear Client, You could not avoid the amount of TV and press coverage that the debt collection industry has received over the past few weeks. Most of the coverage has been about tracing 'Gone Aways' and the fact that in some instances the wrong people have been chased for a debt. It is inevitable that if there are about 15 million 'Gone Aways' estimated for 2009 it is not too surprising that there are going to be some mistakes. Our job is to collect money on behalf of our Commercial Clients, we want to avoid mistakes as much as anybody, and if a mistake is made we quickly put the matter right, apologise and re-check our information, but cash flow is crucial for a successful business and you need payment for your goods and services.

Better access to the Voters Roll, will reduce errors by as much as 70%. If Government also made it a criminal offence if consumers do not tell creditors of a forwarding address when they move, trace and debt problems surrounding that situation would drastically reduce. That is the model in most of Europe and Scandinavia, why can't it be the same here in the UK. LPL and our Trade Association, the CSA, wants to point out to BERR and Cabinet that you, our clients, as small, medium and large businesses now, more than ever, need the support of

Government to ensure that you can be paid on time, with the minimum of disruption and without further laws being approved that will help many debtors avoid their proper responsibility to pay their bills. LPL, on your behalf, is constantly arguing the point that the business sector is, obviously, essential to re-vitalising the economy, by continuing to provide jobs in a difficult market, and contributing by way of taxes, directly and indirectly to the economy of the UK.

Good cash flow is essential to any business, professional and speedy assistance to achieve that aim is what LPL strive to provide. As you know, we work within strict guidelines, within the CSA Code, OFT Guidelines and all the statutes governing our operations, from The Data Protection Act to the Laws of Harassment, within the Criminal Justice Act. In 32 years there has never been an upheld complaint action against LPL, and we continue to protect our Client's good name and reputation as well as ours. We will continue to ensure that your cash flow is protected and improved on every instruction, and all the staff and directors at LPL thank you for your continued support and patronage.

Reducing the Risk

- **OPENING THE NEW ACCOUNT**
Or if you are re-checking existing customers - ensure that you have adequate information. Are you dealing with a Limited Company or a proprietorship, have you got private addresses, if the customer is not limited. Have you got adequate accounts information such as Customers bank account details, does the account name differ from the information you have on file. Do you have a supporting Status Report. Have all addresses been checked for current debt records.
- **MAINTAINING CASH FLOW**
Look for the signs that your customer may be having Cash Flow problems:
 - Payment days suddenly worsen
 - Continuous default on payments
 - Offers of Stage Payments
 - Post Dated Cheques
 - Cheques are RD or RDPR
 - Constant requests for copy invoices etc.
 - Excuses such as Short Staffed, Holidays

Controlling Payments

- **Most Businesses have their own payment procedures**
Always ensure that you have details of your customer's payment run dates, BACS procedures. Payment office addresses, telephone numbers and names of decision makers.
- **Recognise the difference between customers**
Can't Pays - There is an acceptance that they have cash flow problems and payment arrangements are the best way forward.
Won't Pays - Indignant and unhelpful and will be reluctant to make any payment suggestions. Implement your third party procedures or payment will never materialise.
- **Improve the intent**
Assertive statements-Polite ultimatum-Be specific about the action you will take.

LPL's NEW WEBSITE GOES LIVE

LPL Commercial Investigations
Commercial Debt Collection - Worldwide
Call our expert advisors on 020 8597 2229

Request a Brochure Client Zone

No Recovery - No Fee Form Contact Us

www.lplgroup.com
Interactive for
New Instruction
Amend or Stop Service
Newsletters
Information for
Interest and
addition of charges

During February LPL are giving a Breakfast Presentation programme to Chamber of Commerce throughout the South East on CREDIT CONTROL AND LOOKING AFTER YOUR CASH FLOW -

For more information call Steve Lewis on 020 8597 2229 or Email slewis@lplgroup.com