



# Confidential credit control

Giving you more time to  
grow your business

Hilton-Baird   
Collection Services



Established in 2001, Hilton-Baird Collection Services offers dedicated confidential credit control expertise to improve your cash flow and win you back more time to grow your business.

## Tried, tested and designed for UK businesses

- Fully automated daily extraction of sales ledger information
- Bespoke reports covering:
  - Sales ledger summaries for due and un-due balances
  - Verification reports with live weekly cash flow forecasts
  - Query and dispute reports
  - Detailed debtor-by-debtor summaries
  - Individual transaction details
- Confidential service, including dedicated local telephone number and email address
- Access to a dedicated credit controller and account manager

## Outstanding service

We will work with you to develop a service offering that is right for your business. This can include:

- Pre-due date invoice verification call or email, seeking confirmation that the invoice has been received, that there are no disputes and to determine an expected payment date
- Follow-up verification calls if necessary to determine a payment date
- Monitoring of lapsed verified payment dates with follow-up phone call
- A series of credit control calls, emails and letters for due balances
- Escalation to nominated client contact for query and dispute resolution
- Further credit control calls and emails where necessary to secure payment
- Escalation to Hilton-Baird Collection Services to issue Letter Before Action



# Improved cash flow

With late payment rife and its impact causing significant strain on the cash flows of companies of all sizes, an efficient and effective credit management process has never been more important.

Choosing to outsource this function can be a big step, but with multi-sector experience in collecting from customers of all sizes, Hilton-Baird Collection Services makes the process as straightforward as possible so that you can spend more time growing your business.

## Just some of the benefits:

- Regain the time to focus on core activity and growing your business
- Get paid sooner and improve your cash flow
- Ability to plan ahead and budget more accurately
- Avoid the costs associated with recruiting, training and retaining employees, especially during holiday, sickness or maternity/paternity cover
- Peace of mind that your credit control is in the hands of the experts
- Service is tailored to your requirements
- Preserve customer relationships
- Access to advice and guidance on the occasions an invoice becomes overdue
- Ongoing visibility of the status of collected and uncollected debts

**Increasingly, chasing payment was taking up more and more of our time and money. Having sought the help of Hilton-Baird Collection Services we were impressed by their techniques. To other SMEs experiencing the same problems, we would encourage them to seek professional assistance rather than consume precious business resource.**

Erika Meager, Finance Director, Ship-Elec Ltd



## Costing

Our confidential credit control service is priced according to the number of debtors we work on for you each month and the level of service you require.

There is also a one-off technical set-up fee which includes:

- Installation of data extraction software
- Configuration of data feed
- Provisioning of localised phone number
- Configuration of email account
- Email and letter template set-up

We know that each client's needs are different and a comprehensive proposal will be provided after a meeting to identify your exact needs.

## Additional services

Should escalation to pre-legal collections be required, there will be a fee to issue a Letter Before Action. This letter will be followed up by telephone to ascertain the customer's intentions.

If the balance remains unpaid after the Letter Before Action, we can assist in legal recovery. With the comfort of a fixed fee of £185 + VAT, we will guide you throughout the relevant legal stages, up to and including judgment and enforcement, with all court fees charged at cost. We additionally charge a success-based fee, which is agreed on a case-by-case basis.



## Who are Hilton-Baird?

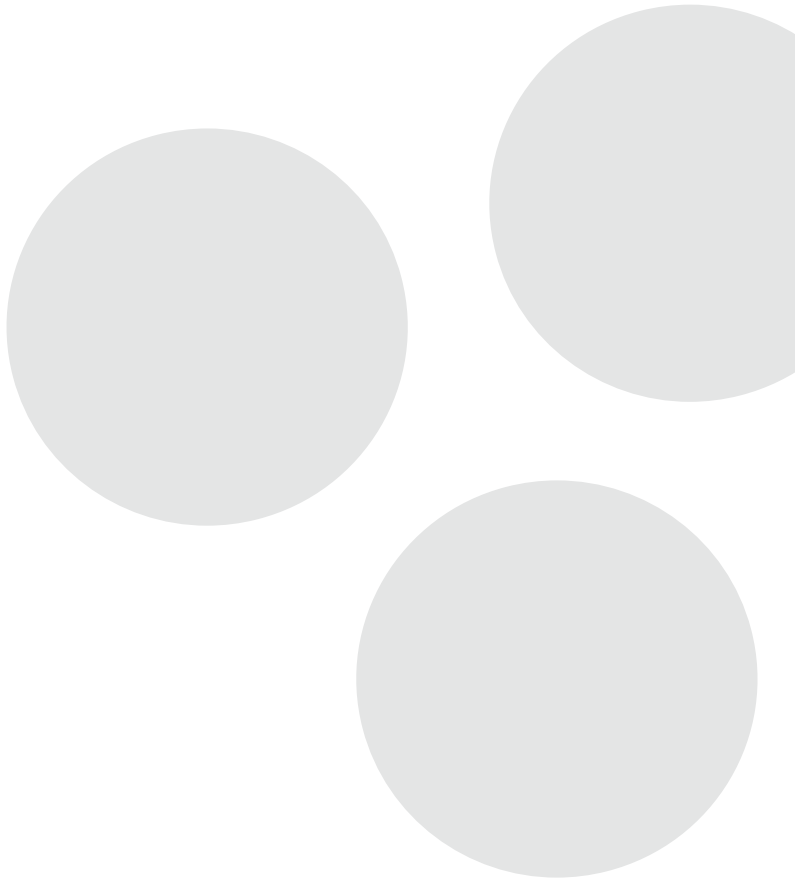
Hilton-Baird Collection Services is part of the Hilton-Baird Group of companies, one of the UK's fastest growing providers of outsourcing services.

Our award-winning team assists businesses of all sizes with their debt collection requirements, providing services including confidential credit control and ongoing debt recovery solutions to the UK's leading SME and corporate businesses.

Our dedication to retaining our position as the UK's number one commercial debt recovery agency is second-to-none, and our people-focused approach, underpinned by innovative technology, ensures our collections service is too.

### Hilton-Baird's credentials

- Established in 2001
- Experience in B2B and B2C collections
- Diverse sector experience
- Consultative approach that's mindful of customer relationships
- Award-winning services from professional and knowledgeable team
- Members of the Credit Services Association
- Authorised and regulated by the Financial Conduct Authority



Hilton-Baird   
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