

### Solution details

We pioneered the concept of performance based debt recovery and have maintained a policy of not charging our clients any loading fees, membership fees or other similar charges for over thirty years. Our **“No Recovery - No Charge”** service means that our commission is only charged on the amount we actually recover for you.

Our system for debt collection has been developed and refined over many years. It utilises a series of letters and phone calls to firstly engage your debtor and have the debt acknowledged. Then it focuses on having your debt prioritised and paid before other accounts the debtor may have owing. Finally, it aims to achieve fast repayment and monitoring any agreement to ensure the debtor follows through.

In the instance a debtor proves elusive we are able to perform a trace using their last known details. If further investigation is required, we are able to refer the file to our in-house investigations department for more extensive inquiry.

Our system and approach allows slow payers to settle their debts quickly, and without much fuss or embarrassment. It also places enough focus and pressure on seasoned debtors to achieve positive outcomes on complex and troublesome accounts.

### Benefits for your business

- You're **free to focus on your core business** functions whilst we take care of recovering your overdue accounts.
- **Reduces your operating costs** through employing and training less accounts receivable staff.
- **Reduces your risk** of breaching compliance and regulatory obligations and legislation including ACCC & ASIC debt collection directives, the National Privacy Principles and Privacy Act.



Prushka's fully integrated law firm

### Specialist Teams and quality service

**All correspondence to debtors comes from our fully integrated law firm, Mendelsons National Debt Collection Lawyers.** With over thirty years of debt collection experience, the Mendelsons name is familiar to many debtors and late payers. It therefore carries impact and captures a debtor's urgent attention.

**We have specialised teams dedicated to various industry types and debts.** We are able to allocate your debts to a team that is highly experienced in recovering monies for businesses just like yours. We have Commercial, Healthcare, Motor Vehicle, Corporate Commercial and Corporate Healthcare Teams.

We also have a **network of branches across Australia.** Each office recovers debts on behalf of clients located within its region. These offices combine collections experience and local knowledge to meet the needs of a wide variety of clients across Australia, including regional areas.

As a client you will be assigned a **dedicated Account Controller(s)** to work on your debt ledger, therefore ensuring that you receive exceptional and personalised service. Our Account Controllers have access to legal demand letters, lawyers for advice and drafting of customised letters, and a proven collection system incorporating customised software, databases and queuing technology.

**Contact the Client Services Team on**

**1800 641 617**

**info@prushka.com.au**

**www.prushka.com.au**

• Melbourne • Adelaide • Ballarat • Cairns • Dubbo • Geelong • Launceston • Newcastle  
• Southport • Sydney • Wagga Wagga • Warrnambool