

Credit Control Procedures

Scenario One

Day 1 – Invoice becomes due.

Day 7 – Telephone call & Reminder (letter 1)

Day 21 - Telephone call & stronger chasing letter (Letter 2)

Day 30 – Monthly Statement (sent at the beginning of each month)

Day 35 - Letter advising we will either contact their mortgage company or instigate legal proceedings (Letter 3)

Day 42 - Land registry to get details of Mortgagee. If no mortgage is held, legal proceedings commence. Pre legal letter is sent. (Letter 4)

Day 56 – If no response gained from debtor, Seek approval for legal action.

Day 63 – Legal Action

Scenario Two

Day 1 – Invoice becomes due.

Day 7 – Telephone call & Reminder (letter 1)

Day 21 - Telephone call & stronger chasing letter (Letter 2)

Day 30 – Monthly Statement (sent at the beginning of each month)

Day 35 - Letter advising we will either contact their mortgage company or instigate legal proceedings (Letter 3)

Day 42 - Land registry to get details of Mortgagee. If a mortgage is held, letter is sent to Mortgage Company and letter is sent to debtor informing them of this. (Letter 4)

Day 56 – No response gained from Mortgage company or they decline to assist with payment, revert to scenario one.

Mortgagers tend to pay but slow down the chase cycle as when they write back they request between 7 to 28 days for their borrower to respond.

Day 84 – Second letter to mortgage company.

Should neither they nor Chainbow hear from the borrower, Chainbow to contact the mortgage provider again in writing to which they return a cheque.

Day 98 – **Payment received** (If no payment is gained legal action will commence).