



Commercial Collection Services Ltd Terms of Business

Introduction

Commercial Collection Services (CCSL) will collect outstanding payments. In order to take advantage all you need to do is to send us contact details of your customers and the amount of money outstanding. Our client services team will then open an account on your behalf, and collect payments according to the instructions you give below. Once we have started work, you are welcome to call for an update on progress at any time, - and if we need additional information regarding any particular aspect of the case, a member of our team will make contact with you directly. Our service is offered on a commission only basis, so it costs you nothing upfront. If your terms of business allow it we will endeavour to recover some of our costs from the amount we collect from your clients. Call us on 0870 421 8962 if you need more information.

Extent of Service

The CCSL service extends to the entire United Kingdom and Eire, and provides letters, telephone calls, personal visits and litigation. Please tick below the elements of the services that you require. The choice of service is entirely yours. All services are executed on a highly professional basis.

- Letter Only Letter + Telephone Call Letter + Telephone Call + Personal Visit

The steps in each process will be assessed and assigned by one of our experts depending upon the nature and type of debt. Should collection not be forthcoming using the above methods, litigation services are available. Please see below.

Period and Age of Accounts

Depending upon the service that you wish to use, CCSL requires a period during which to complete its operations. The required periods are:

- Letter only - 90 days. Letter/Telephone - 120 days. Letter/Telephone/Personal Call - 180 days. Plus Litigation - 240 days.

Without prior agreement, only accounts of less than 2 years age are acceptable. Special terms for older debt can be agreed.

Payment to Clients/ Progress Reports

Seven days is allowed for clearance of payments received from your customers prior to making payments to you. In order to keep our administration costs and fees to a minimum, payment of monies collected is made on a monthly basis, net of our fees and commission. Electronic monthly progress reports are provided as standard.

Commission Rates

Standard rates are shown below. Commission is calculated on each individual invoice value.

Payments Over	£1,000	5.00%
Payments Over	£500 or more but less than £1,000	7.50%
Payments Over	£250 or more but less than £500	10.0%
Payments Over	£100 or more but less than £250	15.0%
Payments	of less than £100	25.0%

Whilst full payment is always our primary objective, we do reserve the right to accept instalment payments spanning a period of up to 12 months. Should you require us to visit your debtor to collect payment in person then 40% commission will be charged instead of amounts above.

Short Settlements

In difficult cases it may sometimes be preferable to accept a part payment as a full and final settlement, rather than arrange an instalment plan that may fail. Whilst it is not in CCSL's best interests to suggest a settlement that falls short of the full amount due, experience shows that sometimes it may be in your own best interest to accept a negotiated short settlement. If you will allow CCSL the privilege of accepting a short settlement, without prior reference to you, please indicate by ticking below the level of discount allowed.

- 10% 15% 20% 25% 30% 35% 40% 45% 50%

If discounts must be referred to you before allowing, please indicate with a tick here

Litigation

Litigation is employed only with your specific authority. All legal costs are payable upfront (*in successful action they are largely recovered*) plus CCSL commission.

It is essential that you complete this form and return it to us so that we can set up your account correctly. Please photocopy and retain a copy.

Thank you for deciding to use CCSL