



PLATINUM

COLLECTION AGENCY

PLATINUM SERVICE. PLATINUM RESULTS.

Platinum Collection Agency helps Schools recover unpaid Tuition Fees by following the industry standard and our own ethical values, along with our understanding of your School's Ethos. After all, we are School Experts!

WHAT IS DEBT COLLECTION



Debt Collection is a formal pre-legal process of collecting overdue Tuition Fees and other School related charges.

Debt Collection is a formal process with more stringent legal requirements than Credit Management, and requires people and organisations to abide by the Australian Competition and Consumer Commission (ACCC).

When the Credit Management process has exhausted all avenues, and families continue to refuse to negotiate with the School or are not acting in good faith, then Debt Collection can be the best course of action.

The broad range of options available through the debt collection process, which may include legal action, allows Platinum to determine the most effective course of action for the School. All while using leading-edge technology to deliver results.

COLLECTION TOOLS



We have a comprehensive list of tools with which we can engage in order to successfully collect our client's outstanding debts:

- ▶ Skip Tracing & Investigation
- ▶ Field Services
- ▶ Credit Checking: Ranging from basic to comprehensive scored reporting
- ▶ Payment Plan monitoring
- ▶ Rental Tenancy Searches
- ▶ Bankruptcy Checking
- ▶ Property Searches
- ▶ Complaint and Dispute Management and Resolution

WHAT ARE THE BENEFITS



The benefits of using a Debt Collector:

- ▶ Introduction to an objective third party who can work with the debtor to meet their obligations.
- ▶ Specialised knowledge and experience to successfully recover longstanding debts.
- ▶ Concentrated focus on improving your organisation's cash flow.
- ▶ Helps to establish a payment culture.
- ▶ Allows the Credit Manager to focus on their core customers to reduce the likelihood of them becoming recurrent debtors.



CONTACT US



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WHY CHOOSE PLATINUM



- ▶ Platinum was established by like-minded professionals with backgrounds in accounting, credit management and debt collection.
- ▶ You will receive a personalised service from a dedicated Account Manager.
- ▶ Our staff have over 20 years' experience in Debt Collection.
- ▶ We are Members of the Australian Institute of Credit Management (AICM).
- ▶ We utilise a superior range of ancillary services.
- ▶ Platinum remain faithful to strong corporate values and are legally compliant.
- ▶ We only engage external providers who meet our Corporate standards.
- ▶ Our team are polite, but firm.
- ▶ We are experts in the education sector.
- ▶ Platinum have interactive Client and Debtor portals to maintain your accounts.

LEGAL SERVICES



Where legal action is required, we use a law firm who specialises in debt recovery.

We ensure our clients receive the best professional legal assistance in a timely manner.

Your Account Manager will be the mediator between the two parties to ensure the process runs smoothly.