



# Are you still listening to excuses?

The problem is that the longer you leave a debt outstanding or unresolved the harder it is to recover.

**MCR Receivables Management** (MCR RM) provides an immediate response and full outsource service to guarantee results.



Even with **MCR's** years of experience in speaking and meeting with debtors and our Receivables Management teams' understanding of sectors, from construction, retail, recruitment, manufacturing and financial services; we have to admit that even we have probably not heard all of the reasons (we like to call them 'excuses') that debtors will claim in an attempt to buy time and avoid parting with cash and more importantly make life more difficult in the hope that your attention will turn to the 'easy' recoveries.

**Our debt recovery and ledger management service provides:**

- An immediate on site response
- Ability to secure paper and electronic records
- Full system back up and import to Fathom
- Initial assessment of 'recoverability' and recommended action plan
- Bespoke collection routines matched to client requirements
- Auto follow up and reporting against client requirements
- Complete 'white label' service available
- Reporting at invoice and debtor level
- Dispute resolution and arbitration
- Integrated legal and recovery process

The difference is that at **MCR RM** we don't just listen to the reasons for non payment, we create the next step toward reaching a settlement. In certain situations this needs to be a stepped process, but at each stage **MCR RM** builds the information and understanding necessary to find a solution to the most complex of debt recovery challenges. Often this can mean a face to face meeting and working on site with key debtors.

**Tom McWilliam, Collections Director at MCR RM commented:**

**MCR Receivables Management** provides an immediate response and full outsource service to guarantee results. Today it's about the interaction between the owner of the debt, the debtor and the collections agent – and importantly understanding the position of each party. Occasionally a 'white label' service offers best results, but essentially it's about taking control and applying solid routines and follow up.

Recent successes confirm the benefits from an integrated approach and while **MCR RM** has committed a significant investment in a collections and recoveries platform 'Fathom' to ensure real time reporting, and guarantee that every outstanding debt received the same robust approach, results essentially come from solid routines and follow up.

***Let us know when you want action – not excuses!***

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