

# HILL DICKINSON

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DEBT RECOVERY SERVICES



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Outstanding debt, irrespective of volume, is detrimental to operations. For large organisations, unpaid monies add up and can considerably reduce real profit. For small to medium enterprises, liquid assets may be insufficient to keep the business operational.

Recovering debts has a significant and positive impact on a business. As debt recovery and litigation specialists, Hill Dickinson can improve your cash flow in the short and long term, turn balance due into net profit and reduce your bad debt.

## Certainty in the management of legal risk

We believe that successful debt recovery rests on the issue of certainty. We deliver this through:

- Agreed service standards
- Control of costs
- Sensitivity to brand and PR issues
- Dedicated and talented personnel, committed to developing long term relationships with clients
- Our ability to react quickly to meet changing needs
- A consistent, proactive and professional approach
- Specialism in depth



As debt recovery and litigation specialists, we act on all matters which may arise in the debt recovery process, from contested and non-contested recoveries, to contract disputes, bankruptcy, insolvency and enforcement.

Our aim is to maximise the value of recovered debt via interest and, where applicable, compensation.

Our transparent, fixed-fee pricing structure limits various costs of recovery to those that are recoverable from the debtor.

Clients can expect the quality in service of a top 40 UK law firm, with a distinctive focus on delivering cost-effective solutions and adding value to clients' organisations.

## First class delivery



Committed to providing the highest level of service, we have the capability to deliver real added value solutions due to our:

- Professional and efficient approach, which is supported by a national network of offices in Liverpool, Chester, Manchester, Sheffield and London
- Specialist commercial expertise in banking, debt recovery, financial and litigation matters, proven by our existing relationships with leading financial institutions, accountants and business organisations and individuals - we are also on a national panel of only five firms managing debt recovery for one of the UK's leading clearing banks
- Commitment to deliver a service at the lowest cost possible - our aim is to achieve the maximum recovery at no cost to you
- Knowledge of specialist areas of law relevant to debt recovery litigation - we have long-standing relationships with factoring companies, freight hauliers, manufacturers, NHS trusts, retailers, banks, and leasing companies
- Market leading information technology - we are committed to constantly assessing the opportunities for increased effectiveness and cost savings provided by technological advances
- Legal expertise, allowing us to advise you on all aspects of the debt recovery system from the initial letter before claim through to court proceedings, judgment and enforcement
- Considerable experience allowing us to advise you on the most effective course of action - in particular we can often identify whether debts fall into the 'can't pay', 'won't pay' or 'aren't liable to pay category' - and advise accordingly
- Specialist litigators who can advise and act on matters where a debtor is based outside the jurisdiction of England and Wales, whether that be in another part of the UK, in a member state of the European Community or elsewhere in the world

## A focused approach

Clients praise the lawyers for taking an “active interest in our business - they are completely committed to resolving our problems”.

*Extract from Chambers and Partners UK 2009*

### Our strengths

- A commitment to providing the highest quality of professional advice
- A UK-wide network of offices offering a consistent standard of excellence
- A partnership culture where our personnel are committed to working closely with you

These strengths support our aim to deliver the highest quality of service and added value to you by improving efficiency, achieving economies of scale and using our experience to reduce costs.

### Service standards

We adhere to strict service standards set according to the needs of individual clients. These standards are in place across all of our operations and are continually monitored to ensure recoveries are economic and expedient. We seek your reciprocation to these standards to facilitate proactive debt recovery and litigation.

### Procedures

Upon receipt of instructions we will:

- Allocate responsibility for the instruction to the appropriate team member
- Comply with the relevant procedural rules and timescales
- Consider and advise on methods of alternative dispute resolution
- Identify and advise of prospects of a successful recovery
- Advise on the potential costs if our fixed fees do not apply
- Continually review the prospects of recovery, ways forward and any potential costs liability

## Added value services

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Our partnership approach also aims to provide additional added value services to you:

- Advice as to whether or not it is worth pursuing a debt if the prospects of recovery are questionable
- An experienced commercial litigation team where your claim is defended and, where appropriate, subject to a counterclaim
- Telephone advice on disputes, procedure and credit control to existing clients often at no cost
- Updates on relevant changes to law and procedure

### Reports

We will report to you when necessary on individual files. We can provide monthly or quarterly reports where we receive bulk instructions from you.

We will report to you on the merits and progress of a matter, the means of the debtor to meet an award and costs issues on a regular basis and in accordance with our service standards. In addition our monthly reports can be provided in any format you require and can be supplied electronically or in hard copy as desired.

### Additional reporting

On appointment, we can arrange for our IT manager to undertake a comprehensive survey of a client's existing technology, its reporting requirements and can provide a technology strategy document for consideration.

### Information technology and communications

We are an IT focused firm investing in technology to deliver significant improvements in operational communication and provide a solid platform for a partnership culture.

We look to work closely with our clients to streamline systems and ultimately deliver efficiency.



**For further details about our debt recovery services please contact:**

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## About Hill Dickinson

The Hill Dickinson Group offers a comprehensive range of legal services from offices in Liverpool, Manchester, London, Chester, Sheffield, Piraeus and Singapore. Collectively the firms have more than 1,300 people and 190 partners.

Hill Dickinson is a major force in insurance and well respected in the company and commercial arena. It has award-winning employment, energy services, property and construction practices and is internationally renowned for its marine expertise. The firm is widely regarded as a leader in the fields of commercial litigation, intellectual property, healthcare and wealth management.

# HILL DICKINSON

### WINNER

National law firm of the year  
Legal Business Awards 2010

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