

## OUR DEBT COLLECTION SERVICE EXPLAINED

Collecting monies owed from customers is an unfortunate reality for businesses today. We at Capstone Collections understand that your time is invaluable and that pursuing monies owed to you is not what you are in business to do. Our objective is to take away the effort required to recover monies owed to you. This allows you to concentrate on your core business while we perform the debt collection process on your behalf as quickly and as efficiently as possible.

Our approach to debt recovery is 'firm but fair', while always working professionally and within industry regulations and guidelines. We understand what it takes and how to best approach the process of debt collection on your behalf. Put our experience to work in collecting that debt owed to you!

### OUR COMMISSION BASED COLLECTION FEES

DEBTS UP TO \$1,000	\$150 + GST
DEBTS OF \$1,000 TO \$10,000	15% + GST
DEBTS ABOVE \$10,000	10% + GST

***Most importantly to you, we operate on a \*\*NO COLLECT, NO CHARGE\*\* basis. That means that you only pay for amounts collected.***

To explain our No Collect, No Charge fee system, we charge the percentage from each amount paid by your customer whether paid directly to you or through our trust account.

If your terms of service provide, you may also be able to collect our fees in addition to the monies owed to you.

All first time Capstone Collections debt collection clients are required to register first by completing an application form. A once off fee of \$60 plus GST is payable for registration and once registered, you can issue us with any number of new collection requests.

Once we commence the debt collection service we will provide you with regular emailed reports to keep you fully informed always on our communication with your customer and progress with recovery. If for whatever reason your advice is required we will be sure to contact you personally to make our service as effective as possible.

If legal action is required or other services recommended, we will contact you to discuss the options and benefits before doing so.

In some instances, non-payment arises through a dispute between a service provider and the purchaser. If this may be the case, we suggest you talk to us about your options at the time of requesting our services.

If you would like to proceed, please go to our homepage at [www.capstonecollections.com.au](http://www.capstonecollections.com.au) and click on the 'Register Online' icon. If you would like to speak to one of our staff for more information regarding our debt collection service, please call or email using the contact details below.

Assuring you of a professional and cost-effective debt recovery service always.

Capstone Collections

*"Your specialist debt collection agency"*



(03) 5400 1281



[office@capstonecollections.com.au](mailto:office@capstonecollections.com.au)



[capstonecollections.com.au](http://capstonecollections.com.au)