

## Continued best practices

Wednesday, 25 June 2008

Finally I am continuing this blog.... Many of our clients at the moment are concerned with preventative collections .... A very valid concern... Various studies have shown that preventative collections does improve your bottom line in certain cases with specific characteristics. HOwever at the moment lots of our clients want to do preventative collections without having put their normal arrears collections in order... What do i mean by this?

Are you covering the whole volumen of clients in arrears ? If you do not have the capacity to collect or at least try to contact all of your clients in arrears every month , how can one expect to include preventative collections aswell.... ?

Have you got a well defined target group that you want to do preventative collections with? This volume should not be more than 10 or 25% of the volume of your clients in arrears.....

HAve you performed a pilot and were the results positive?