

**SECTION 1 – DETAILS OF DEBT TO BE RECOVERED:**

Company: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Last Known Address \_\_\_\_\_

Telephone No: \_\_\_\_\_ Fax No: \_\_\_\_\_

Outstanding Debt: \_\_\_\_\_

Please enclose copies of supportive documentation which you consider may assist our enquiries (i.e. invoices).

**SECTION 2 - SUMMARY BREAKDOWN OF AMOUNT DUE:**

(Please give details of how the debt arose if there is no copy invoice available)

**SECTION 3 – YOUR DETAILS:**

Name: \_\_\_\_\_

Business Name: \_\_\_\_\_

Address: \_\_\_\_\_

Telephone No: \_\_\_\_\_ Fax No: \_\_\_\_\_

**DECLARATION:**

I declare the above information to be true and correct. I have read the Renaissance Debt Recoveries Terms of Business overleaf and understand that commission is payable on all monies recovered from this date:

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Name in Capitals: \_\_\_\_\_

(Authorised to sign for and on behalf of the company / business details in section 3)

Enclosures:

## Terms of Business

---

1. **SERVICE PROVISION** - Renaissance Debt Recoveries will undertake the collection of debts and/or provide other services as specified in the attached schedule in an effective, ethical way, in compliance with all current legal requirements and legislation and within the code of practice of the Credit Services Association of which Renaissance Debt Recoveries is a member.
2. **REFERRAL OF DEBTS AND PROCEDURE** - You warrant that all instructions and information provided to Renaissance Debt Recoveries are accurate and correct and true to the best of your knowledge.
3. **DEBTS PAID DIRECT TO RENAISSANCE DEBT RECOVERIES** - Debts paid to Renaissance Debt Recoveries will be accounted for and remitted to you at least once a month. Unless otherwise agreed, commission and any standard charges will be deducted from all such payments prior to any payment of sums due to you.
4. **DEBTS PAID DIRECT TO YOU** - You undertake to advise and confirm to Renaissance Debt Recoveries any direct payments made to you immediately, to ensure debtors' records are updated on a timely basis, and to avoid debtors being followed up unnecessarily. Commission and any standard charges are due on all such payments.
5. **WITHDRAWAL OF ACCOUNTS** - If you withdraw collection of paying debts from Renaissance Debt Recoveries then Renaissance Debt Recoveries reserves the right to charge a close out fee. In such circumstances all legal expenses incurred by Renaissance Debt Recoveries on all withdrawn debts will be reimbursed by you.
6. **UNPAID ACCOUNTS** - Where the debtor fails to either pay or dispute the outstanding monies and Renaissance Debt Recoveries, then Renaissance Debt Recoveries will recommend that instruction will be passed to the Investigation division of Renaissance. The purpose of such recommendation is to both determine that the debtor is resident at that or another address (which we shall seek to identify) and/or to interview the debtor with a view to collecting the debt or ascertaining the cost effectiveness of issuing legal proceedings. A fee of (£70 + vat) is payable prior to undertaking such action (pre-sue/status report). Such fee is subject to increase upon notification in advance of applying such increase by Renaissance.
7. **TRACING FEES** – Should it be determined either before or during the course of the debt process that it is necessary to trace the subject to an address sufficient for enforcement action to succeed. Renaissance will provide such service, such terms will be identified at that time in writing.
8. **LEGAL WORK** – You authorise that Renaissance will instruct Solicitors on their behalf to issue proceedings and take enforcement action where appropriate. You the client authorise the Solicitors to deal directly with Renaissance and in respect of debt cases referred and understand that you will be responsible for all charges and court costs in the event the debtor does not otherwise pay such fees. Separate terms and conditions for legal matters will be sent to you where such action becomes applicable.
9. **SETTLEMENT OFFERS** - Where a debtor offers a reduced sum in full and final settlement of the debts, Renaissance Debt Recoveries will refer to you for a decision unless a previously agreed discretionary limit exists.
10. **REPORTS** - Reports will be supplied as agreed. If additional reports are required Renaissance Debt Recoveries has the right to charge for any extra expenditure incurred.
11. **AUDIT PROCEDURE** - Renaissance Debt Recoveries will permit you or your authorised employees to access records concerning your debtors at mutually agreed times. Renaissance Debt Recoveries reserves the right to monitor all information audited.
12. **DEBTOR COMPLAINTS** - Renaissance Debt Recoveries undertakes to investigate debtor complaints promptly and comprehensively, in accordance with their complaints procedure. Complaints or disputes which cannot be settled through this procedure may be referred to the Credit Services Association Ltd.
13. **PROFESSIONAL INDEMNITY** - Renaissance Debt Recoveries will maintain appropriate professional indemnity cover.
14. **CONFIDENTIALITY** - Renaissance Debt Recoveries undertakes that information provided by you will be kept confidential and will be passed to staff, outside contractors and the Solicitors only on a 'need to know' basis. You undertake that the details of this agreement remain confidential between you and Renaissance Debt Recoveries and the Solicitors.