



Our ethos is to respect the client, deliver results and project an ethical and socially responsible business.

We are Master Collections.

Who are MC

At Master Collections we understand how important it is for your business to maintain good cash flow and avoiding the risk of bad debts. Bad debts not only have a financial impact in terms of monies due but if not managed correctly can result in the end of an otherwise profitable business relationship.

Our specially trained staff handle each case on an individual basis and work in a way that maintains courtesy and respect. You can therefore be sure to retain any future business that may arise with the debtor.

What matters to businesses most is results and at Master Collections we could not agree more. On this basis our trained staff managed by the 2007 Institute of Credit Management Credit Professional of the Year Carlo Pegna provide our clients with expertise and support to help recover their debts. As a result our clients deal directly with the people who handle their debts and not a call centre or web site.

The award given to us by the Institute of Credit Management shows our approach works and our client testimonials back this up.

Master Collections appreciate that debt collection can be a lengthy and time consuming process, this is why Master Collections analyses each case individually to ensure the quickest and most economical process to recover money owed to you. We keep you informed of the status of the debt and any costs that you may incur. Combine this approach with Master Collections unique Small Claims Advisory Service and you will see why we are considered perhaps the most comprehensive debt collector in the UK.

We are confident that you will find our service and proactive approach will address your bad debt concerns and look forward to taking your call.

Recognition in the market - Credit Professional of the Year



Master Collections are delighted to announce Carlo Pegna the Institute of Credit Management (ICM) 2007 Credit Professional of the Year. The ICM is the leading professional body of its kind in Europe. Carlo our legal and operations manager received the award resulting from votes by a judging panel including Master Robert Turner of the High Court. The award is the ultimate accolade given for exceptional performance and achievement. It recognises the collection procedures Carlo has developed as amongst the best and the most socially responsible in the UK.

Why choose MC

- Managed by Award Winning Professional Carlo Pegna
- Innovative and proven debt collection procedures
- In-house Legal Executives
- Experienced Credit Control Consultants
- Production of order forms ensuring legality and minimising exposure
- Comprehensive membership offering No Collection No Fee and Small Claims Advisory Service all-inclusive
- International Debt Collection
- Regular collection performance and query management reports
- Master Collections educate debtors to help avoid any future debt recovery issues with them
- Competitive commission rates offered on pre-legal collections
- The only debt collection firm that donate to charity if the debtor pays promptly
- Comprehensive Pre-Legal service to avoid costly and stressful legal proceedings



Comparison

Our results and clients speak for themselves. However as is always prudent it is worth comparing the various services offered by Debt Collection firms. If you find yourself comparing Master Collections to another firm please use our comparison below:-

	Master Collections	Competitor
- No Collection No Fee with Membership	X	○
- No Collection No Fee without Membership	X	○
- Retention of a qualified Legal Manager	X	○
- Membership offering Discounts	X	○
- Legal Small Claims Advisory Service (all inclusive with membership)	X	○
- International debt collection	X	○
- Query Management	X	○
- Detailed letters to avoid queries	X	○
- Strategies to raise profile of the debt	X	○
- Credit referencing	X	○
- Award winning collection procedures	X	○
- No gimmicks which encourage costly legal proceedings	X	○
- No trace No fee	X	○

BUYER BEWARE - Make sure you fully understand your financial exposure when signing up to a debt collection membership or registration. You need not worry with us our service could not be any more transparent.

'After paying a leading competitor an £875 sign on fee I saw their legal fees escalate and their advice decline while producing little results. Master Collections in comparison supply useful advice, they keep me informed and their Small Claims Advisory Service ensures my business is not exposed to escalating legal costs. Above all Master Collections collected where their competitor could not. Like many other businesses I do not enjoy the task of debt collection and try my best to keep bad debts to a minimum. But with Master Collections by my side they give me the confidence that they'll get the job done and for that I highly recommend their debt collection service'

Sean Harris, Managing Director, Electrical Components Manufacturer

Master Club

Our Master Club scheme has been designed to ensure bad debts do not become an added expense. By addressing bad debt concerns before they happen you are planning ahead and can relax that should the need to collect debts arise provisions for this have already been made.

Master Club gives access to:

- 5 Master Teams at discounted rates
- Qualified Legal Manager
- Subject to defended matters legal costs all inclusive
- Enforcement of County Court Judgments
- Credit referencing

For more information about how we can help you with your debt collection issues please contact us now

Testimonials

- 'I have come to rely on Master Club as a key component to the management of my business not only through the debt collection service but also through access to a Legal Manager'

Bob Marshall, Managing Director, Health and Leisure Club

- 'We joined Master Club in October 2008 to retain the services of Master Collections. Since that time we have had excellent results with our debt recovery and other challenging legal issues.'

Sarah Millett, Finance Manager, Recruitment Agency

- 'We are very impressed with the service and results provided by Master Collections. We have significantly reduced our bad debt and it has helped us put systems in place to keep a tighter control in future.'

Ben Lawrence, Operations Director, Storage Company

- 'Carlo helped us with legal proceedings concerning a defence of a debt claim. He was totally committed to our case. We felt that Carlo was really on our side and working hard on our behalf especially during negotiations.'

Michaela Stephens-Smith, Company Secretary, Catering Equipment Supplier

- 'I am over the moon with the results and impressed with the way Master Collections handled the matter. They always had my best interests in mind even when I didn't. The fact that Master Collections collected a bad debt over a competitor that failed 12 months earlier is testament in itself.'

Perry Neville, Director, Publishing Company

- 'After having tried two other debt collectors Master Collections were the only agent that successfully recovered a 2 year old debt worth £2,000. Thank you Master Collections you are truly one of a kind.'

Fred Holbard, Director, Printing Company

- 'I had a dispute with one of Master Collections' clients. Through its Query Management process Master Collections resolved the dispute quickly and we reached an amicable settlement without the need to go to court.'

Isaac Johnson, Managing Director, Business Consultancy

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Master Collections are proudly affiliated with
the following organisation

csa
Credit Services Association

