

# LEGAL RECOVERIES & COLLECTIONS LTD

## Client Information Form

Any questions regarding this form please contact:

[clientservices@legalrecoveries.com](mailto:clientservices@legalrecoveries.com)

# Client Information Form

Please complete and email to: [clientservices@legalrecoveries.com](mailto:clientservices@legalrecoveries.com)

## PART ONE - Client Contact Information

Company Name	<input type="text"/>
Legal Entity Confirmation (e.g. Ltd) AND Company number	<input type="text"/>
Correspondence/Trading Address	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Post Code	<input type="text"/> <input type="text"/>
Registered Office Address	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Post Code	<input type="text"/> <input type="text"/>
Website Address	<input type="text"/>
VAT Registration Number	<input type="text"/>
Is your business part of a group of companies?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Main Contact Person	<input type="text"/>
Job Title	<input type="text"/>
Email Address	<input type="text"/>
Telephone Number	<input type="text"/>
Mobile Number (if applicable)	<input type="text"/>
LRC invoices marked FAO (including name, direct line & email address.)	<input type="text"/>

Do you require a PO number?

Yes

No

PO number (if required)

Does your accounts department require any information from us to set us up as a supplier?

Yes

No

If yes please forward any documents to [clientservices@legalrecoveries.com](mailto:clientservices@legalrecoveries.com) with this form.

Email address for invoice notification to be sent to:

Contact details for our credit control/your purchase ledger:

### Payment Information (For LRC to remit monies recovered to you)

Bank Name

Branch Address





Post Code

Account Name

Account Number

Sort Code




Email address for remittances to be sent to:

Is your billing address your registered office, trading address or other? Please specify.





Billing and remittance preference:

Tick preference

<ul style="list-style-type: none"> <li>• <b>Net Billing</b> = LRC charges are deducted from funds collected, before any balance is remitted to you. Any charges due in excess of collections are payable as normal. A statement is sent of the balance due to / from you</li> <li>• <b>Gross Billing</b> = Funds are remitted to you gross, without deduction of any fees and our invoices are payable in full</li> </ul>	
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NB. All billing and remittances are MONTHLY for Main and Net billing. Main will be on approx. 14<sup>th</sup> of the month and Net will be on approx. 21<sup>st</sup>.

We place funds on hold if our invoices are not paid within 60 days. These are then released after two weeks if the payment has been received in that time.

### Online Access (Debt Manager)

Are you happy to use our online system for monitoring, submitting cases and communicating with us? (Workflow)

Yes

No

Please confirm the names and email addresses of individuals who wish to use our online system

Name	<input type="text"/>	Email	<input type="text"/>
Name	<input type="text"/>	Email	<input type="text"/>
Name	<input type="text"/>	Email	<input type="text"/>
Name	<input type="text"/>	Email	<input type="text"/>

If more than one user, please state who will be the main 'workflow' user

Name

Ongoing, approximately how many cases per year might you refer to us?

### First Action

Letter Before Action (Business to Business debts)

1 month pre-legal collections strategy (letters, calls, emails, texts) (Consumer)

Immediate Legal Action (litigation)

If we do not hear from the debtor would you consider litigation after we had advised you of your various options?

Yes

No

### Interest & Recovery of Costs

If your Terms of Business stipulate that you can add an administrative charge to the value of the debt

or recover third part debt recovery fees from the Customer, we can add such amounts onto the value of the money owed. If not we can only chase the original debt value.

Do your Terms stipulate you can add charges to the invoice amount? Yes  No

Do you have your own contractual interest? Yes  No

If yes what is the contractual rate of interest %

**IF YES PLEASE SEND US/EMAIL A COPY OF YOUR TERMS OF BUSINESS – WE CANNOT RECOVER ADDITIONAL CHARGES WITHOUT THEM.**

If not and where applicable, LRC will seek to recover monies under the Late Payment Act for commercial or Statutory interest on individual debts. LRC retains 50% of interest recovered.

**Auto Authorities (Actions we can take automatically)**

Do we have auto authority to undertake a trace and/or status report where appropriate? Yes  No

Minimum Debt Value £

Do we have authority to accept instalment offers? Yes  No

Maximum debt clearance period/Minimum amount £

Do we have auto authority to discount any debt balances in full and final settlement? Yes  No

Percentage discount %

Do you wish for us to auto close any cases where the 30 day Collections process has ended and where there has been no contact from the debtor? Yes  No

If yes, what is the maximum debt value? £

If there is no response to the final demand/LBA, do we have auto authority to proceed with Insight and Insight Plus reports? Yes  No

These provide customer information such as any CCJs (satisfied/unsatisfied), Insolvency, number of credit applications, homeownership and employment indicator

If yes, what is the minimum debt value? £

**Debt Information**

Are any of the debts Consumer Credit Act regulated? Yes  No

What are your invoice payment terms?

Days

Have any of your cases previously been with another debt collection agency?

Yes

No

Please specify if you require separate client codes for the different debt types/categories to be referred.

Yes

No

If Yes, how many?

Please specify the debt types/categories e.g. Consumer, Commercial:


**PLEASE COMPLETE ANTI-MONEY LAUNDERING CONSENT FORM  
WITHOUT IT WE CANNOT PROCEED TO ACT FOR YOU**

**General Contact Preferences**

The day to day running of your matters will be through our online debt manager (workflow) or email communication already covered in Online Access section above.

Please confirm your preferred method of ongoing contact with regard to non-case specific information.

From time to time we would like to send you newsletters/other information about our products, services, legal updates etc. which we think will be relevant to your business needs.

Email

Phone

Post

If you wish to receive this please tick here:

You can opt out at any time.

**PART TWO – OFFICE USE ONLY**

**NOT TO BE COMPLETED BY CLIENT**

**ADDITIONAL INFORMATION**

**BD Reference Number:**

Lead source

Cr report status	
BDM + %	
Workflow or email?	
Fees	
CTOF	
Client group (General) file name	
Client billing group needed?	
Net/Gross billing	
Name of billing group	
Statutory or Late payment interest %	
Placement frequency/volume: setup	
Case reminders	
Strategy to include recovery of legal costs Coding needed by IT	
Strategy	
End of collection message to client	
Has Client sent in their T of B?	
AML checks complete	
LRC T of B accepted & received?	
Spreadsheet of cases received	