

Debt Collection Service and pricing

How debt recovery works

A quick and reliable debt recovery service that you can count on.

We understand the cost of late and non-payment of invoices upon your business. It affects your ability to pay wages and plan for the future. Here at Glaisyers we offer a quick and simple debt recovery process. Our personable and responsive service aims to:

- Minimise the costs incurred in pursuing a loss; and
- Improve your chance of successful recovery.

Glaisyers believe that successful debt recovery is based on the speed in which we can obtain payment from the debtor. We add interest and any applicable compensation to your debt and seek to recover all recoverable costs associated with the debt.

Although we offer a personalised service we are still able to undertake the work on fixed fees. Fixed fees provide your business with transparency and peace of mind so you can have certainty of the costs involved when you instruct us. Our fixed fees allow you to make an assessment of the proportionality of cost in pursuing the debt. Glaisyers do not believe that your business should bear the costs of chasing money that is rightfully yours. We will therefore look to limit your costs wherever possible and recover as much of your costs as we are able to.

At every stage of the process a solicitor is engaged to ensure a high quality, commercial service and advice that you can rely upon. We are not an automated faceless service but rather a personable service that is flexible in our advice and procedure, allowing you to maximise your recovery from the debtor as we tailor our service, providing advice that prioritises your needs and cares for and protects your businesses reputation. We appreciate that one size does not fit all.

There are three stages to debt recovery, these stages are (1) pre-action stage, (2) court proceedings and (3) enforcement. Details of our three stage process are over-leaf.

— Glaisyers Debt Recovery Team —



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Stage 1

Pre-Action

At the initial stage, a Letter Before Action (LBA) will be sent to the debtor in accordance with the Pre-Action Protocol for Debt Claims. This letter gives warning to the debtor and encourages them to either pay the debt or propose a reasonable payment plan. The debtor then has 7 days or 30 days to respond - this is dependant on the entity of the debtor. We are able to recover interest and compensation under the Late Payment of Commercial Debts Act and will add this to your debt.

We will draft a LBA for you and send it to the debtor at a fixed cost of £75 plus VAT.



Stage 2

Court Proceedings

In the event that the debtor does not respond to the LBA, the next step is to issue court proceedings. Our fixed fees for issuing court proceedings are:

Where the value of the claim does not exceed £5000	
<i>via MCOL - straightforward undisputed claims</i>	£250 plus VAT
<i>via paper if claim is more complicated/may be disputed</i>	£550 plus VAT

Where the value of the claim exceeds £5,000, but less than £10,000	
<i>via MCOL</i>	£350 plus VAT
<i>via paper</i>	£750 plus VAT

Where the value of the claim exceeds £10,000	
<i>via paper only - no MCOL</i>	We will review & give fee estimate

Please note there is a Court fee for issuing a claim which correlates to the size of the debt. The court fees can be found [here](#).

Once the claim has been issued, the Court will then serve the claim upon the debtor who then has 14 days to acknowledge or defend the claim. If no response is received, Judgment may be immediately entered in Default against the debtor and no trial is necessary.

Request for Default Judgement:	£40 plus VAT
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Stage 3

Enforcement

Defended claims fall outside our fixed fee offering. We can discuss costs with you if and when a defence is received. Upon obtaining Judgment, if the debtor is still unwilling to pay, it may be necessary to take further action. There are various methods of enforcement – the appropriateness of which is dependent upon the individual circumstances of the debtor. We use our expertise to identify the best course of action to ensure you receive payment for your Judgment. We realise that one size doesn't all and we are able to offer you sound advice based on the debtor's circumstances.

More often than not we find the method that generally suits most cases is to obtain a Writ of Control from the High Court and to instruct Enforcement Officers to pursue the debt. The standard costs of this are:

Instructing Enforcement Officers	£100 plus VAT
Enforcement Officers compliance fee	£75 plus VAT
High Court Writ fee	£66

There are then various other services which could be of value in your particular circumstances. These are:

Apply for County Court Warrant	£100 plus VAT
County Court Warrant fee	£121
Management of Payment Plan	Hourly rates
Instructing tracing agents	£50 plus VAT
Tracing agents fee ("No trace - No fee")	£50 plus VAT

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**The information included is correct as of the 7th January 2021. Some costs included are from third-party organisations and we have no control over their pricing. The information related to the third-party organisations is checked every six months and updated at that time, if necessary.