

Solutions



Forster Mercantile Collections Pty Ltd

Proposal & Information Kit

Debt Collection
Immediate Action Form
Fees & Charges
FMC Action Path

New South Wales

Sydney (02) 9285 2800
Gosford (02) 4306 3530
Newcastle (02) 4001 0573

Victoria

Melbourne (03) 9014 8480

Queensland

Brisbane (07) 3123 6120
Gold Coast (07) 5607 6012

Email

solutions@forstermercantile.com

forstermercantile.com



www.forstermercantile.com

SYSTEMS THAT WORK FOR YOU

Forster Mercantile offers a range of options to provide the most successful recovery of your money

Debt Collection

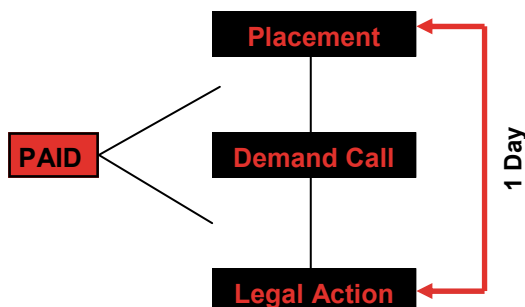
FMC are experts in commercial and consumer debt collection. Our company has the resources and experience to meet the needs of any size business. You are not just a number, we remain personal and offer a full service. Our approach is to ensure that we meet your needs - now and into the future. You can choose from one of our performance based packages or we can tailor a solution to suit your needs.

Our professional team collects on your behalf. Your Defaulting Customers are handed over to our highly trained telephone Collections Staff, under the supervision of your dedicated Account Manager. At all times, the matter is treated on a confidential basis. Our advanced in house systems propels the matter - allowing the collection path to progress. When legal action is required, our in house solicitor will provide a seamless service with the fastest possible turn around. The Debtor is given the chance to pay your account and if they fail to do so, we move quickly and efficiently to obtain the full payment, including any legal costs and interest that you are entitled to.



Worldwide Collection Service. Any Size - Anywhere
Place & View Your Accounts for Collection Online at
www.forstermercantile.com

You Select How to Commence the Collection Action



IMMEDIATE ACTION

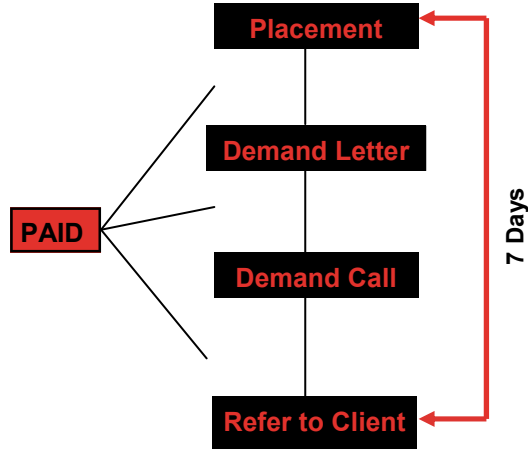
When immediate action is required. FMC will take immediate action against the debtor/s listed above. We will attempt to contact them by telephone, giving the debtor until 9.00am of the next working day to pay the account in full. If payment is not made by 9.00am on the next working day, legal action (generally a statement of claim) will be commenced.



www.forstermercantile.com

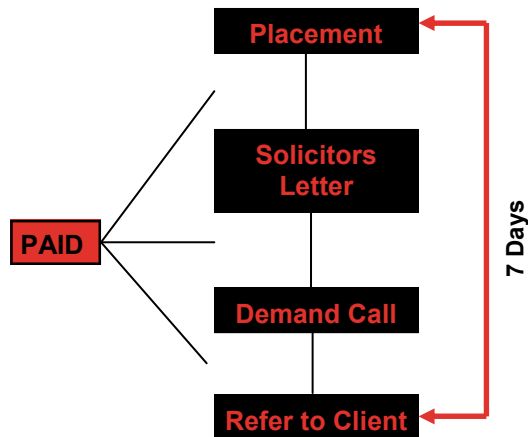
SYSTEMS THAT WORK FOR YOU

Debt Collection



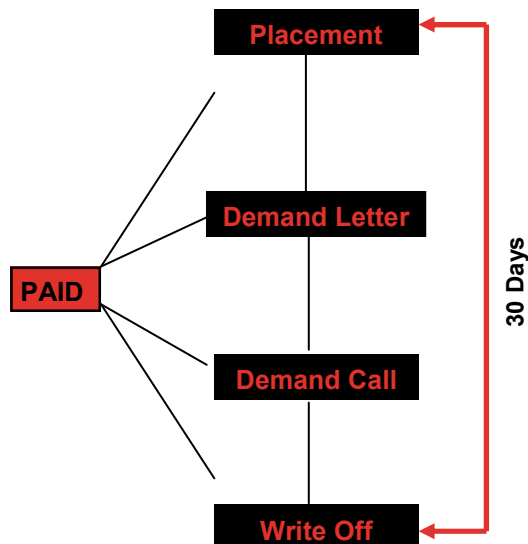
FMC DEMAND LETTER

Often used when the account is just overdue. FMC will send the letter of demand to the debtor. This letter gives the debtor 7 days to pay the account. If no advice is received by FMC, we will attempt to contact the debtor by telephone, giving the debtor until 9.00am of the next working day to pay the account in full. If no payment is received within this time period we will commence legal action (generally a statement of claim) against the debtor.



SOLICITORS LETTER

Some clients prefer the demand to come from a solicitor. FMC will arrange for our solicitors to send a Solicitors Letter of Demand. This letter gives the debtor 7 days to pay the account. If no advice is received by FMC, we will attempt to contact the debtor by telephone, giving the debtor until 9.00am of the next working day to pay the account in full. If no payment is received within this time period we will commence legal action (generally a statement of claim) against the debtor.



SMALL DEBTS under \$800

Often a large volume of small debts can grow into a huge problem, taking up valuable hours. The Forster Mercantile Small Debts System is an easy 30 day system that brings in the cash. We arrange for an FMC Demand Letter followed by phone demand/s. If no result in 30 days, there are no further charges.



IMMEDIATE ACTION INSTRUCTIONS

FORSTER MERCANTILE COLLECTIONS PTY LTD

FAX TO: (02) 9264 7343

PO Box 20410 World Square NSW 2002

You can also lodge your matters at www.forstermercantile.com

FMC Client Name: _____

Contact: _____ Phone No. _____ Date: ____/____/____

Debtors Name: _____

Your Debtor is ☐ Individual ☐ Business Name ☐ Company

If please give us the A.C.N/A.B.N if you have it _____ Your Ref _____

Contact at the Debtor: _____

Address: _____

Suburb: _____ State: _____ Postcode: _____

Phone No/s.: _____ Fax No.: _____

Amount due \$ _____ Aust dollars

for ☐ Goods Sold & Delivered ☐ Services Rendered ☐ Freight ☐ Advertising ☐ Work & Labour Done + Materials Supplied ☐ Work & Labour Done ☐ Accommodation ☐ Function ☐ School Fees ☐ Rental ☐ Use & Hire ☐ Monies Due Under Agreement In Writing

☐ Dishonoured Cheque (date of dishonour ____/____/____) ☐ other _____

Date/s the debt was incurred From ____/____/____ To ____/____/____

Do you hold a personal guarantee from the debtor YES / NO. If yes please send us a copy.

Does your contract with the debtor allow you to claim all collection expenses YES / NO. If yes date of contract ____/____/____

Does your contract with the debtor allow you to claim interest from the debtor YES / NO. If yes what rate _____

Action Required:

Commission is payable on accounts paid or settled

☐ **Immediate Collection Action (528)**

FMC will take immediate action against the debtor/s listed above. We will attempt to contact them by telephone, giving them until 9.00am of the next working day to pay the account in full. If payment is not made by 9.00am on the next working day, legal action (generally a summons) will be commenced. PLEASE NOTE THAT BY LAW FMC MUST BE ADVISED OF ANY PAYMENTS

☐ **Forster Mercantile Letter of Demand (517)**

FMC will send the letter of demand to the debtor. This letter gives the debtor 7 days to pay the account. If no advice is received by FMC, we will attempt to contact the debtor by telephone, giving them until 9.00am of the next working day to pay the account in full. If no payment is received within this time period we will commence legal action (generally a summons) against the debtor.

PLEASE NOTE THAT BY LAW FMC MUST BE ADVISED OF ANY PAYMENTS

☐ **Solicitors Letter (cost of \$33.00 in addition to commission) (519)**

FMC will arrange for our solicitors to send a Solicitors Letter of Demand. This letter gives the debtor 7 days to pay the account. If no advice is received by FMC, we will attempt to contact the debtor by telephone, giving them until 9.00am of the next working day to pay the account in full. If no payment is received within this time period we will commence legal action (generally a summons) against the debtor.

PLEASE NOTE THAT BY LAW FMC MUST BE ADVISED OF ANY PAYMENTS

☐ **Forster Mercantile Small Debt Service (Usually debts under \$800) (760)**

FMC will arrange for a demand letter to be sent to the debtor. FMC will follow up on the demand letter with a demand phone call by one of our trained staff. Should FMC be unable to collect the outstanding account within 30 days, a write off letter will be forwarded to your office.

Charges: a placement fee of \$5.50 per account and a commission of 18%. Please note that legal action can always be taken for debts under \$800 if you prefer. PLEASE NOTE THAT BY LAW FMC MUST BE ADVISED OF ANY PAYMENTS

☐ Please conduct a bankruptcy search if the debtor is an individual. (\$66)

TABLE OF COLLECTION FEES (as at 1 Jan 2015) and subject to change)



Commission

Please refer to our Service Agreement for our commission packages

FMC Letters of Demand & Telephone Demands

	Ex Gst	Incl Gst
Single Letter of Demand	Included in Commission	
Solicitors Letter of Demand	\$ 25.00	\$ 27.50
Demand & Refer back to Client	\$ 12.00	\$ 13.20

General Services

Process Serving	From	\$ 110.00**	\$ 121.00*
Field Calls _Metro	From	\$ 100.00	\$ 110.00
Field Calls - Country Areas	From	\$ 130.00	\$ 143.00
Field Calls - Remote Areas		Cost plus 20%	
Location Search: Skip Tracing	\$	150.00	\$ 165.00
Local Court (or equivalent) defended work	\$	Cost plus 20%	
District Court defended work	\$	Cost plus 20%	
Federal Court/Supreme Court/Federal Mag Court	\$	Cost plus 20%	
Preparation of Creditors Statutory Demand - after Judgment	\$	270.00	\$ 297.00

Disbursements

Court Filing Fees (NSW)	At court scale***
Court Filing Fees (Outside NSW)	At court scale+20%+ gst
Solicitor's Costs (Recoverable from the debtor)	At cost + 20%*** + Gst
Barristers Fees / Advertising Fee	At cost + 20% + Gst
Agent Fees	At cost + 20% + Gst

Search Services

ASIC Current Extract (Company Search)	\$ 40.00	\$ 44.00
ASIC Historical Extract (Company Search)	\$ 50.00	\$ 55.00
Business Name Search	\$ 40.00	\$ 44.00
Directors Search	\$ 80.00	\$ 88.00
Bankruptcy Search	\$ 50.00	\$ 55.00
Property Search	\$ 50.00	\$ 55.00

NEW SOUTH WALES Legal Fees

Visit www.forstermercantile.com/nswfees.html

VICTORIAN Legal Fees

Visit www.forstermercantile.com/vicfees.html

QUEENSLAND Legal Fees

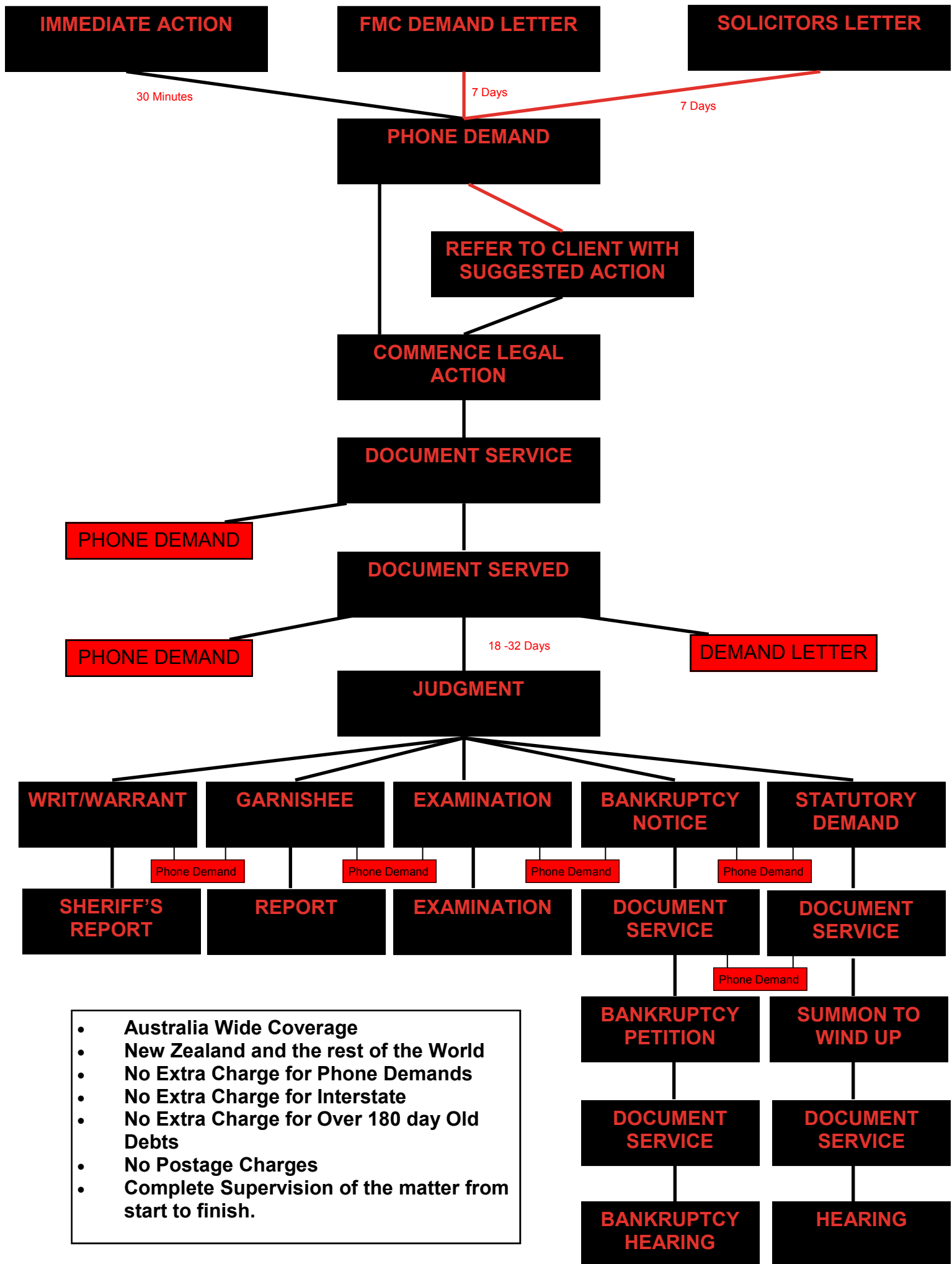
Visit www.forstermercantile.com/qldfees.html

GST on Solicitors Costs is not recoverable from the debtor.

*for each address at which, and each occasion on which, execution is effected or attempted. ** Other charges may be levied for process service.

***Court filing fees may vary across jurisdictions and are charged at cost as per court scale

Forster Mercantile Action Path



- Australia Wide Coverage
- New Zealand and the rest of the World
- No Extra Charge for Phone Demands
- No Extra Charge for Interstate
- No Extra Charge for Over 180 day Old Debts
- No Postage Charges
- Complete Supervision of the matter from start to finish.



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CONTACT FORSTER MERCANTILE

Phone

New South Wales

Sydney (02) 9285 2800
Campbelltown (02) 46660117
Gosford (02) 4346 4010
Newcastle (02) 4001 0573
Penrith (02) 4748 9230

Victoria

Melbourne (03) 9014 8480

Queensland

Brisbane (07) 3123 6120
Gold Coast (07) 5607 6012

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