



The right people

The right processes

The right customer experience



GROSVENOR
SERVICES GROUP LTD

part of Echo Managed Services

**Debt Recovery
Specialists**

“ With UK debt collection agencies collecting £1.75 billion in 2014, it's clear that outsourcing your debt recovery processes to experts can get impressive results. ”

However, choosing the right agency could not be more important to secure leading return rates and protect your customer relationships and brand.

Grosvenor Services Group

The established, trusted and proven choice.

Looking to efficiently recover debt whilst ensuring your customers are treated fairly? Great, you're in the right place. We are one of the UK's most experienced and trusted names in debt collection and tracing. Outsource your debt recovery to us and you can relax knowing you have proven specialists working on your behalf, protecting your brand as if it were our own.



As part of Echo Managed Services - the specialist outsourced provider of end-to-end customer journey solutions, and a member of the CSA and Institute of Customer Service, our commitment to leading customer service performance is second to none.

Regulated by the FCA, our office and field based approach, delivered by our highly experienced, trained and skilled staff takes the headache of recovery away and most importantly delivers impressive results.



We Get Results

 A large UK Energy Company

39.4%

Against a target of **34%**

- Top performing panel member since 2003
- 39.4% average collections performance against the target of 34%

 A large UK Water Supplier

36.1%

Against a target of **32%**

- Selected as sole supplier after one year
- A net average office collections rate of 36.1%

 A Government Executive Agency

39.8%

Against a target of **20%**

- Highest performing debt collection agent for the duration of the contract
- 39.8% collections rate against a target of 20%

 A large European Media Group

55.2%

Against a target of **40%**

- 55.2% average collections performance against the target of 40%
- Above target performance for the contract duration

We are experts in recovering both consumer and commercial debt, across a range of industry sectors.

“We’re proud of our industry leading success rates, and that’s why we let our results speak for themselves.”



End-To-End Debt Recovery Services

For consumer and commercial debt

Early Arrears Collections

If you want to focus on your core business activities, or don't have the in-house capacity to conduct effective sales ledger management and chase debt up to 30 days old, we can step in and "white label" this service for you, with our expert people acting on behalf of and working as an extension of your organisation.

Prime Debt

For debt that is 30 to 120 days old, where the customer is still in residence and the account has not previously been placed with a third party for debt collection, we can take the stress of recoveries away from you, and manage the process whatever your requirements. Leaving you to focus on your core business activities.

Second Placement Debt

We have a strong record in collecting debt where others have failed, so if your current debt collection agent hasn't performed as expected, our tailored strategies and highly skilled agents get the results you want.



Field Based Services

With nationwide field coverage, we can offer a range of field based services including those which are utility specific such as disconnection and reconnection, income maximisation inspections and void management.

Trace & Collect

Experts in tracing missing customers, we are able to collect sums due that may otherwise be written off. Using the latest databases in conjunction with our credit reference agency relationships, our in-house trace verification team, skilled debt negotiators and field agents offer a complete, unrivalled solution to enable collection from those customers you've lost touch with.

Litigation

When other collection strategies have failed, our litigation services can be successful where in depth research and reporting indicates that issuing legal proceedings through the courts is the most appropriate course of action for a particular customer.

Office & Field

To achieve our success, we adopt both office and field based collections strategies to maximise the opportunities to collect your debt. 150+ field agents cover the entire UK mainland visiting properties and having face to face discussions with customers.

Our contact centre teams, backed by the latest technology, utilise letters, email, SMS and outbound calling, tailoring the service to each client's specific needs.

Ours is a people business

At Grosvenor, we focus on people. This not only means putting you and your customers first, but also empowering our own people with the knowledge and skills to do their jobs effectively.

We cannot do what we do so well without great people. We're people who are passionate about what we do, and who are happy to go the extra mile for our clients.

Recruitment & Selection

Great people start with the right recruitment and selection strategies. Rest assured that our people are vetted to BS 7858 standards and our Field Collections Officers DBS checked.



Training & Personal Development

Recognising that people are our greatest asset, we develop and empower our employees using both our bespoke in-house training platform and external training agencies. We're proud that this commitment to our people and their personal development has seen us achieve Investor in People accreditation.

Supported by the right Technology & Processes

Of course, the success of our trained and experienced staff is supported by our heavy investment in technology and the adoption of the right processes for effective working practice:

- Field agents equipped with relevant resources – hand-held devices, tracking software and PPE
- Secure, robust data transfer enabled via our SFTP hosted servers
- Our contact centre sophisticated automated outbound dialling technology
- PCI DSS compliant in governing security of card payment data
- Bespoke quality management system

Driven by our Vision, Mission and Values

Our culture and the behaviour of our people is underpinned by our vision, mission and values.





A new customer-centric approach

Protecting customer relationships is essential to your future profitability. Equally, protecting your reputation is central to how people perceive your brand.

Choose Grosvenor and your customers and brand are in safe hands. Our customer-led approach and sophisticated bespoke strategies are proven to successfully recover debt.

An experienced and trusted name in debt recovery, our heritage in industries such as UK water, where our clients have no ultimate sanction to cut customer supply, means that as a group we've been focused on understanding and engaging customers for over 40 years, helping clients recover debt whilst protecting their customers and brand reputation as if they were our own.

Building Trust

Central to our strategy is how we take great care to build relationships. We always take the time to listen and to give the right advice which in turn helps us to communicate with understanding. We are proud of our unique approach, that ultimately delivers exceptional results.

Understanding Each Case

We appreciate that every case is different. We treat customers as individuals taking into account their personal circumstances. One collection method never suits everyone, and we appreciate our strategies need to evolve as customers and their ability to pay change.

Treating Customers Fairly

Treating customers fairly means listening to what they have to say, understanding their situation, responding in an appropriate manner and working with them to resolve the debt. We take time to identify and understand vulnerable customers, engage with them in a sensitive manner and adopt an appropriate collections strategy in line with regulatory and legal obligations.

Sophisticated Strategies

Ultimately, our approach comes down to our simple mantra: using the right solution, for the right customer, at the right time. By applying highly bespoke multi-channel collection strategies designed around you, your customers and the type of debt, we can successfully collect while protecting your customer relationships.



Issues with recovering debt? Let's get it sorted.

Contact us at...

0117 344 1500

ask@echo-ms.com

www.echo-ms.com/debt-recovery

www.grosvenorservices.co.uk



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