



MIL Collections

www.milcollections.co.uk

Established 2003

Who are MIL Collections?

With over 25 years of experience within the Debt Recovery sector and a portfolio of 750+ Clients, MIL boasts a flawless service, operating strictly on a No Win - No Fee basis.

At MIL our team of skilled and committed account managers offer unmatched customer service. Equipped with the skills to recover any lost fees or unpaid invoices across all sectors and possessing an understanding of the intricate complexities that arise through late payments and growing fees.

MIL understands that whilst recouping funds owed is crucial, so too is maintaining the relationships between your business and its customers.



Why Choose Us?

No Win - No Fee - No Risk

You pay nothing unless we are able to arrange payment.

Knowledgeable

Our case managers are trained to understand the varying intricacies involved with account resolutions.

Dedicated Account Managers

Our agents consistently ensure fair treatment of customers & are trained to adhere to the highest industry standards for compliance.

ISO Accredited

ISO 9001 & ISO 27001 accredited.

FCA Regulated Company

Protects our consumers & promotes healthy operating practices.

In-house Legal Team

All of the expertise with none of the costs!

Credit Services Association Members

Long standing recognition of being part of a professional association.

Associated with SRA Registered Solicitors

We speak legal so you don't have to.
All queries resolved with none of the hassle.



Our Services

Unpaid Fee Collection

The term “debt collection” may sound scary and abrasive. Whilst it's only right that our clients are paid what they are duly owed, we also understand the impact that debt can leave on any organisation and its clientele alike.

For your business, it is building and maintaining a reputation to continue growing a strong customer base. For the customer, it is the harsh reality of different factors that can have a debilitating effect.

We believe that our service delivers optimal results, both for the client and also for the customer, whilst maintaining the highest levels of professionalism and ethical conduct in all areas.



Protection

Reputation (both yours and ours) is the primary focus of everything we do. We take the requirements of our clients and their customer's needs seriously, thereby ensuring that your brand remains untarnished.

Account Management

Fee collection is a process we undertake alongside you every step of the way. From inception to collection, our skilled and committed agents handle each account with a high degree of skill and responsibility, providing an attentive experience for each customer.

Our agents work diligently, ensuring that all your customers are treated with respect, thus affording you the time to concentrate on other matters without any unnecessary distraction.

Empathy

By understanding the factors that lead to unpaid fees, we can guide your patrons toward additional services that can help rehabilitate getting their payments back on track.

Tracing

Are there any customers who have relocated? We make efforts to find and re-establish contact to help resume their payment schedule. This also includes managing collections on an international level.

How we Revolutionised Fee Collections



MIL was founded with a vision to revolutionise the fee recovery industry, with the aim to create an agency that operates ethically, efficiently and effectively. Committed to providing our clients with superior results, we enthusiastically embrace the innovation offered by AI technologies. With such, we are transforming the industry with our advanced AI-Assisted cash flow solutions.

Our team of experienced professionals maintain a deep understanding of the challenges faced by organisations when it comes to debt collection, and utilising AI can help overcome many of these challenges.

So far our technology assists us in a variety of fields, such as but not limited to: Improved scoring assessments, enabling us to better identify customer vulnerabilities, AI analytics & reporting tools to enable enhanced payment allocation, fraud detection and optimised call logs.

We use these tools to assist our agents, who are always the forefront of our collections service. We maintain the key human judgement and accountability in critical decision making processes.



The Process

STEP 1:

Send us your late payments/accounts for us to review.



STEP 2:

We then load your account for collections using our bespoke software.



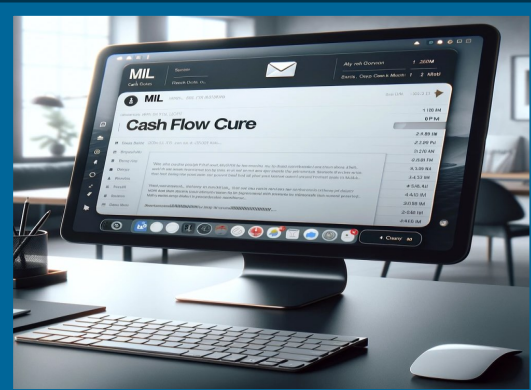
STEP 3:

We'll contact the customer to arrange payment of money owed.
No Win-No Fee.



STEP 4:

We maintain contact so that you don't have to. We'll also provide you with regular updates.



Pricing Structure

MIL Collections do not charge upfront or for any activity. We are strictly No Win-No Fee.

Our pricing structure is highly competitive, based upon the age of the debt.

For all rates see below.



0-3 Months Old
10% +VAT

3-6 Months Old
25% +VAT

6-12 Months Old
35% +VAT

12+ Months Old
(Trace & Collect +
Written Off Accounts)
50% +VAT

Post Legal
(Any Legal Action Taken)
50% +VAT



MIL Collections will assist you through the process at every stage!

For more information and our full T&C's please find us at:
www.milcollections.co.uk



Contact Us:

www.milcollections.co.uk



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