

# Debt Recovery Solutions

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**Navigating your path to success**



# Who we are

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We're all about shaking things up in the world of debt recovery and litigation. We're a forward-thinking law firm that's laser focused on helping clients get the results they need. We know that every client is unique, so we take the time to understand their challenges, their industry and what makes them tick. We believe that building a strong bond with our clients leads to better results and that's why we give our team the time to invest in you.

**"We pride ourselves on our service. A highly personalised, customer focused approach that generates fantastic results."**

# What makes us different

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## **Our People.**

Our team is made up of handpicked individuals who are passionate about debt recovery. They relish the challenge of collecting debts for clients, thrive on providing a top-notch service, and enjoy getting to know you and your business.

## **Our Approach.**

Our approach is designed to maximise contact and get results. We do this through a human led approach with the support of our in-house built systems which incorporate data and helps us build a profile on your customer. We then use that data and our intelligence to drive contact and obtain payment. We are backed up by our in-house systems developer, so when we say, "tailored solutions", we can back it up.

## **Our Experience.**

Our experience speaks for itself. Whilst the firm might be young, the staff it employs are packed full of experience. Experience that is utilised correctly and is able to adapt to different situations. Combine this with our approach, we generate a greater recovery rate. We don't hide, we embrace the challenge of collecting your debts efficiently.

# Our Core Services

The foundation of our work.

## Debt Recovery

We provide a full end-to-end credit management solution for all types of businesses. Whether you are a SME business owner, a Credit Manager of a large organisation, or a finance professional seeking assistance, we have tailored solutions to suit all business sizes across all industries.

We are proactive in recovery and take the problem away from you. We make it easy for debtors to speak with us and we utilise our negotiation skills when it comes to getting payment.

We are **transparent, honest, driven** and **determined** to get you the right result. We understand when to push hard or when to be a bit softer. It's a balancing act that we have years of experience achieving.

**"We have used Goldsmith Bowers for many years. They always provide a professional approach with exceptional recovery rates. They are extremely knowledgeable and always on hand to offer great advice."**

Credit Manager, £1B turnover electrical supplier.

## Litigation

Our debt recovery team is supported by an experienced litigation team, so you can rest assured that you're in good hands. We know that things don't always go as planned, but with a litigation team on your side, you'll have the upper hand. The earlier we can get involved, the better your chances of a successful outcome. We're not like other litigation teams who give you vague information and hidden fees, we're transparent and honest. We always provide clear, commercially viable advice and give you complete clarity on costs. You can trust that we don't incur fees unnecessarily. We are here to help you win.

# Debt Recovery

Your debt, our solution.



## Initial Letter Service

We don't like calling it just a letter. It's more than that. It's an education piece delivered to your customer by post and email. A letter with a Solicitors' header generates a far greater response than internal letters. More times than not, this does the trick. It's a relatively cheap option that sets your customers mind to deal with it and shows you're serious about collection.



## GB Collect

Sometimes a letter does the trick, other times your customer may need more than just a nudge. It's at this point that you need to be pro-active in recovery. We offer a risk free solution as an added on service for those customers that need it. We make phone calls, send emails, text messages. We undertake desktop enquiries to locate your customer and explore all avenues to drive a response. This is an optional service, so you can pick and chose when to utilise.



## Legal Proceedings

When your customer just isn't paying, or if you want to go in hard, we present you with your legal options, together with our advice. Whether that be county court or insolvency, our staff are well placed to best advise you and guide you along the way.

# Value Added Services

Adding value to your journey.



## Credit Control Audit

We're not just here to collect your debt - we're here to help you win at debt recovery! We understand that unpaid invoices can be a real headache, but we're here to help you avoid them like a pro. We'll take a deep dive into your process and identify any weak spots. Then, we'll give you suggestions on how to improve your process and ensure you're collecting what's rightfully yours in no time. We see the process as a partnership, and we're constantly investing in your success to make sure you're always one step ahead of the competition.



## Training

We believe in sharing our secrets and passing on our knowledge to our clients. We offer training sessions that are both informative and engaging, covering a wide range of topics from inception to legal options and everything in between. Our goal is to educate and empower you, giving you the confidence to have better conversations with your customers and you know what to do if ultimately, the customer doesn't pay. We want to arm you with the knowledge and skills you need to succeed in the world of credit management.



## GB Club

Be part of our exclusive club. We provide you with all the resources you need to be successful at credit control. Gain industry secrets, templates, training and sign up to our newsletter to get these sent directly to your inbox.

# Key Contacts

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## Dale Fawcett

Director of Debt Operations

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Dale is a seasoned pro with 15 years of experience in Debt Recovery. He's got a talent for making the process as seamless as possible for our clients. From small SMEs to large national PLCs across multiple sectors, he's helped a diverse range of clients navigate the often-complicated world of credit control and debt recovery. With his systems-minded approach and ability to motivate others, Dale is a true expert in the industry and knows the challenges businesses face. He takes the time to get to know each of our clients and their businesses, providing tailored solutions, and building long-term, trust-based relationships. You can trust that Dale has your back and your best interests at heart.



## Sara Souyave

Director of Litigation

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Sara is an experienced litigator with a pragmatic approach, an eye for detail, and the ability to stay cool under pressure. With a background leading a team of debt recovery lawyers at a commercial law firm, Sara has handled large volumes of debt recovery and litigation claims for a wide variety of clients across multiple sectors. She is proactive, and approachable and works closely with our clients to understand their commercial objectives and deliver results in the most cost-effective and efficient way possible. With Sara on your side, you can be sure that your debt recovery needs are in good hands.

# Next steps

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## Challenge us...

Put us up against your current provider and see how our services compare. We're confident in our abilities to outperform our competitors so put us to the test and let our work do the talking.

## Instruct us...

Give us a ring, or drop us an email and let's start the ball rolling and we can get to work.

## Talk to us...

Need more information, or interested in talking debt? Let's chat.

# Contact us

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**Come and see us @**  
**City Hub, 9-11 Peckover Street, Bradford, BD1 5BD**



**Visit us @**  
**[goldsmithbowers.com](http://goldsmithbowers.com)**



**Connect @**  
**[Linkedin.com/company/goldsmith-bowers-ltd](https://www.linkedin.com/company/goldsmith-bowers-ltd)**



**Call us @**  
**01274 724507**



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