

Professional Debt Collectors



Credit Intel's debt collection service was established from a need of the clients of its credit management outsourcing division, which has been operating since 1996. This unique service was initiated from simply listening to its customers combined with a profound knowledge and practice of credit management.

A close association exists with several attorneys throughout the country, who act as our legal advisors and collection of debt at legal stage.

Numerous associations exist with selected debt collection firms in USA, UK, EU countries, Sub-Saharan Africa, Australia, New Zealand, Brazil, India and China.

All monies received from debtors on behalf of customers are deposited into an audited trust accounts and remitted on a monthly basis.

The collection service includes all forms of inbound and outbound communication, negotiation, interacting with numerous databases, and a legal collection service.

Credit Intel is a relationship-based organisation. As such you will find that our highly skilled staff possesses an unsurpassed commitment to professionalism, dedication and sheer determination.

Collection Procedure



Thoroughly Researched Process

Once you hand over an account, we will embark on a process to optimally extract money. The process itself is formulated from the researched results drawn from the behavioural criteria of our database and ever changing statistical models.

Automated Notices

The technologically advanced computer system sends out notices to the debtor automatically. These notices are specially formulated to maximize the probability of receiving payments, and decided upon by the system in accordance to the circumstances.

Payment Arrangement

During the process, requests will be made for payment arrangements. Once an arrangement is made, the system will automatically send out payment reminders and take appropriate action should the debtor default on a payment.

Tracing

In the event that contact details are no longer valid, a tracing will be performed. A trace alert will also be placed on the bureaus.

Section 129 & 130

A section 129 and 130 letter in accordance to the National Credit Act will be sent, which includes notification of possible credit bureau listing.

Credit Bureau Default Listing

Communication will be sent informing the debtor of imminent listing on the national Credit Bureaus, and subsequently listed if no payment is received.

Summons

With your prior consent, the legal procedure is initiated where summons is issued from the local Magistrates Court by the Sheriff, giving regard to jurisdiction and type of debt.

Legal Procedure

A Default Judgment will be requested and the local Sheriff will be sent to your debtor for enforcement, including warrant of execution or emoluments attachment order. Should the debtor defend, you will require an attorney to argue your case in court at your own cost, and we will withdraw from the matter.

Full Amount Collected

We will not stop the collection procedure until the full amount handed over has been paid and remitted to you.

Schedule of Fees



If you are a municipality, there are no subscription fees.

You are welcome to hand over an unlimited amount of debts of any size.

Pre-Legal Fees

We do not charge you for debts that are collected in the pre-legal stage. The fees are for the debtor's account in accordance with the Debt Collectors Act.

Legal Fees

Fees are for the debtor's account in accordance to the Rules of Court Act. Sheriff's fees and correspondent fees need to be paid by the client until it is recovered from the debtor.

Correspondent attorneys are used where the jurisdiction falls outside areas covered or where it is a High Court matter. Correspondent attorney fees in Magistrate Court matters are not applicable in Johannesburg, Pretoria, Randburg, Durban, Cape Town, Bloemfontein, Pietermaritzburg, Port Elizabeth and East London.

At the legal collection stage it will be sued out directly from the creditor, and precautions are taken to avoid defended actions. If the matter is defended and the creditor withdraws, the creditor may be held liable for the debtor's legal fees.

Funds Remitted Monthly

Funds will be remitted from our trust account on a monthly basis on payments received within the previous month, and you will receive a detailed Remittance.

Payments received are allocated first to costs and then capital.

Electronic Submissions

Debtors can be uploaded electronically by using our pre-formatted Excel spreadsheet.