

GLOBAL SOLUTIONS



**TOTAL DEBT
COLLECTION
SOLUTION**



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Debt Collection

- 100% no collection no fee
- 1-on-1 free online consultation

R D U E





INTRODUCTION

ABOUT US

Global Solutions is one of the fastest growing Debt Recovery and Legal firm with the Strong network In All over Delhi NCR, Global Solutions efficiently manages to collect debts and other related services from at reasonable rates.

We as a company offer total credit management services that include expertise in domestic debt recovery, litigation, skip tracing, on-site visits, receivables management and legal services delivering total customer satisfaction. Having professionals with vast experience for two decades and more in the same field, we are proud to be recognized as one of the most efficient and professional companies in our vertical .

Global Solutions Offers efficient debt collection services which are implemented through transparent communication between our qualified professional collectors and the usage of the latest technology in debt collection.

Global Solutions is one of the leading companies, in debt collection and management industry. With more than 18 years of experience, its current promoters ensured effective and productive methods in providing quality service to meet the client's needs.

The back bone of the company, the staffs at Global Solutions are trained and experienced in handling their task professionally. With extensive in-house training and constant guidance, staffs at Global Solutions are well versed in the standard compliance and procedures of the industry.

OUR MISSION

To be the benchmark of professionalism and service, in the industry of debt collection and management by implementing, high standard procedures in representing our clients in the field of debt collection.

OUR VISION

Continuous develop in debt collection and management to deliver the best and professional service to meet our client's satisfaction. We also believe that it is essential to not only understand the industry in the perspective of a collector but also as a debtor which provides unique insight and a more humane touch in our methods.

OUR VALUES

Trust – We value positive relationship and Respect.

Accountability – We have constant sense of ownership & responsibility

Excellence – We are committed to achieve high slandered of performance.

Team Work – We believe in Team work to achieve our goals.



THENATUREOFOURBUSINESS

OUR SERVICES

Most companies are burden with uncollected debts. The effort to ensure continuous payment by debtors is also a cause for concern for many. We understand such situation and have the abilities to resolve the same. The awareness of the importance of debt management has prompted us to offer various debt collection services. Our debt collection method varies based on client's needs and requirements.

Our range of services include

- ✓ SMS reminders,
- ✓ call reminders,
- ✓ follow-up calls,
- ✓ total credit settlement,
- ✓ skip tracing and
- ✓ Legal action through our legal panel.

GLOBAL SOLUTIONS offers a full range of debt collection services to suit your individual requirements including pre-legal collections, tracing, data gathering and dispute resolution. We can tailor a strategy to best suit your customer base whether it is commercial or consumer or a mixture of both.

- 1- Amicable Debt Collections
- 2- Legal Collections

Amicable Debt Collections / Pre Legal Collections

Pre-legal collections refers to the initial phase of debt collection and typically comprises of a combination of letters, emails and telephone calls prior to any legal action being taken against a debtor. During this stage, the creditor or a debt collection specialist attempts to recover outstanding debts from individuals or businesses that have fallen behind in relation to paying their outstanding invoices.

The pre-legal collections process typically involves communication with the debtor through various means, such as phone calls, letters and emails, to remind them about the unpaid debt and request payment. The goal is to encourage the debtor to voluntarily resolve the outstanding debt without resorting to legal action.

In most cases, pre-legal collections involve negotiation to reach a payment arrangement or settlement that is acceptable to both parties. If successful, this process can help avoid the time and costs of proceeding down the County Court route to recover the debt.

Legal Collections

Our Legal Collections team focuses on supporting you in overcoming the challenges of taking legal steps against your debtors. This is often the best route forward once Amicable Debt



THE NATURE OF OUR BUSINESS

Collection attempts have been exhausted, but pose unique difficulties. These may include language barriers and varying laws in different jurisdictions, or implementing appropriate legal debt collection activities, such as the work of bailiffs.

The Global Solutions Collections legal department works with a network of specialist law firms to enable you to initiate legal activities.

Our legal team additionally provides you with professional advice on the feasibility of your legal action and insight into the expected outcome. Linked together in an integrated network to deliver a flexible solution, our team provides special and detailed local expertise. This covers a diverse range of individual business cultures, debt collection laws and regulations.

Our Legal Collection services activities include:

- 1 - Advice on possible legal action and the expected outcome.
- 2 - Access to our legal networks including: lawyers, knowledge and expertise.
- 3 - Legal collection activities (bailiff, court action and enforcement measures).
- 4 - Accompanying you throughout the legal proceedings.
- 5 - Cost effective action due to preferential rates pre-negotiated with legal practices.

Global Solutions: legal debt collection support

Our Legal Collections team focuses on supporting you in overcoming the challenges of taking legal

steps against your debtors. This is often the best route forward once Amicable Debt Collection

attempts have been exhausted,

Our legal team additionally provides you with professional advice on the feasibility of your legal action and insight into the expected outcome. Linked together in an integrated network to deliver a flexible international solution, our team provides special and detailed local expertise.

Provide multidisciplinary services to the clients in the following areas

138 NI Act cases, Civil Suits, Recovery Suits, Arbitration cases, Consumer cases, SARFAESI/DRT cases, Co-operative Society Cases / Commercial Suits etc.

Our Legal Collection services activities include:

Advice on possible legal action and the expected outcome-

Access to our legal networks including: lawyers, knowledge and expertise

Legal collection activities (bailiff, court action and enforcement measures)

Accompanying you throughout the legal proceedings

Cost effective action due to preferential rates pre-negotiated with legal practices

THE NATURE OF OUR BUSINESS

CLIENTS BENEFITS

In an economic situation where mismanagement of credit collection exists, debt collection services play an essential role in ensuring a company's sustainability.



BENEFITS OF OUT-SOURCING YOUR DEBT COLLECTION TO GLOBAL SOLUTIONS:

Optimize expenses.

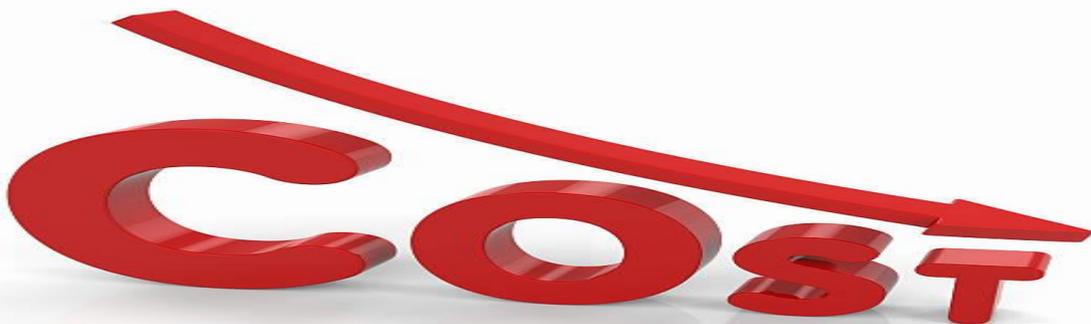
Increase cash flow: Debt Collection Agencies can help increase your cash flow by reducing the amount of debts you have.

Increase productivity.

Increase time to focus on core business: By letting us collect your debts you have more time to develop your business.

Fast payment: Customers normally pay faster once a Debt Collection Agency is involved.

Cost-effective: We practice a **No collection = No commission** policy. Help to minimize your collection cost.



THE NATURE OF OUR BUSINESS

COLLECTION METHOD

Global Solutions experience in the industry has generated a unique credit management technique. We take into consideration the company's operation method and the cost factor. This is to reduce the cost borne by our clients.

- **Initial Measure**
Accounts received by clients will be assessed on collectability and risk before distributed to the collectors.
- **Information Gathering and Preparation**
Our trained recovery officers will determine whether the information included in the accounts received by clients are sufficient enough to begin the process of collection. If found insufficient, a visit and/or skip tracing will be conducted.
- **Collection calls and Negotiation**
Calls are made by our professional recovery officers who are well versed in negotiation. They are trained to provide various options on re-payment plan ensuring successful debt collection. All procedures are documented for consistency and accuracy according to Quality principles and reviewed regularly for continuous improvement.
- **Skip Tracing**
We will continue efforts to trace debtors even though it involves debtors who have not made payment for years or 'skip' their last known address/whereabouts. Skip tracing is performed by collecting as much information as possible about the subject through our various resources and also visitation. The information gathered is then analyzed and verified for further action.
- **Visits**
If we are unable to locate a debtor through the contact numbers provided or the debtor is not responding to our calls, then we will arrange for a field visit. Our staff of professional field agents can assist the debt recovery process through visiting the debtor at their office/business premises or home and conducting interviews which will help to locate missing debtors.
- **Legal Assistance**
Global Solutions has a panel of lawyers to assist clients on legal matters regarding their debts.



QUALITY ASSURANCE

QUALITY ASSURANCE

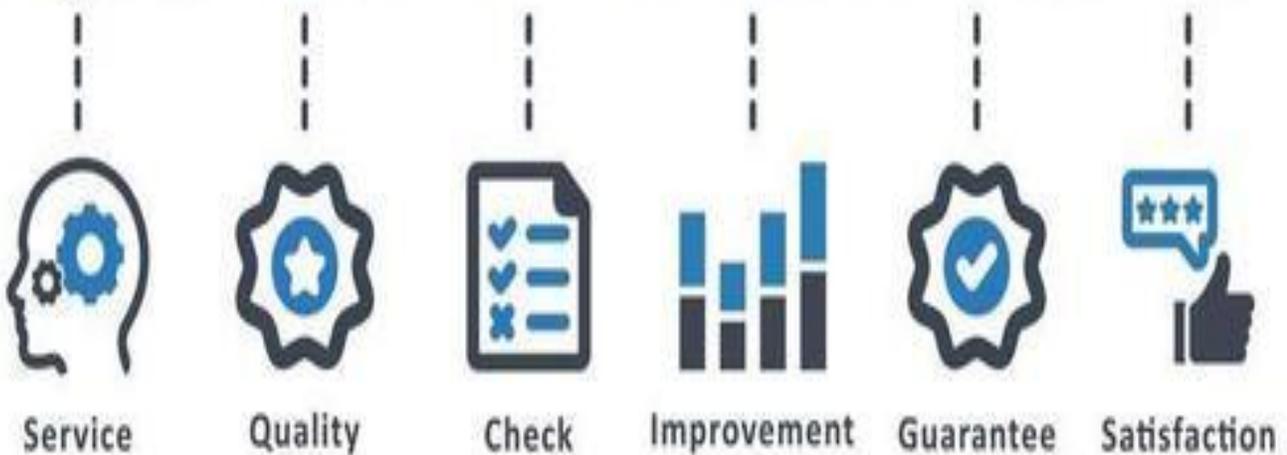
To ensure consistent service delivery we have implemented the following procedures to provide quality services. These procedures include:

- Regular training for staff of all levels
- Regular emails and calls to track case progress
- Monthly report for clients review
- Initial risk assessment of each case

In order to continue to measure and provide effective Quality Management Services, we have implemented the following procedures, in order to continuously improve our services and meet customer satisfaction. These processes include:

- Managing complaint by cross referencing with recordings from voice logger
- Monitoring call using built in voice logger
- Regular reviews of internal management processes
- Monthly reviews of the performance and cost effectiveness of staffs
- Monitoring of SMS sent

QUALITY ASSURANCE





FREQUENTLY ASKED QUESTIONS

I want to recover my debts but don't want to lose my clients. Can you help?

This is a common misconception. If you do not collect your debt then the likelihood of your business becoming insolvent is higher. Poor cash flow is the No.1 reason why most businesses fail and the inability to collect debt that is due and payable is probably the cause of lack of businesses growth.

Global Solutions uses a combination of Professional Debt Recovery processes and Mediation-based techniques in order to maintain our client's business relationships with successfully recovering their debts.

How long should I wait before contacting Global Solutions?

You should wait no longer than 90 days to contact us. This should be your mantra every time you look at your debt ledger. The rule of thumb is this; if you haven't been paid in 90 days then your client is definitely experiencing problems.

Do you provide "no collection= no commission" services?

Yes.

Do you charge money up-front ?

We do not charge money up-front.

What do I need to get started?

We would normally require contracts, invoices, correspondence and any other pertinent documentation that would be helpful to your claim.

How can we submit our debtor list?

We accept documents by fax and email. Documents sent via email can be in word, excel or PDF format.

How long does the process take?

If your debtor responds quickly and agrees to repay the debt, then you may have your money within a week.

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