



education recoveries

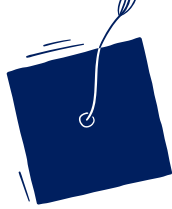
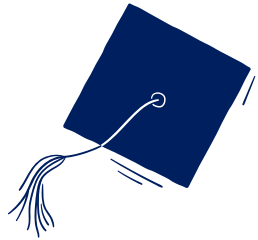
Are you satisfied with your current recovery strategy or would you benefit from a free review?

Our dedicated education recoveries team, handle the collection of unpaid tuition fees, accommodation, library and commercial fees on behalf of universities and higher education colleges throughout the UK.

We offer a complete recovery service incorporating pre-legal collections, trace and investigation work and legal recovery solutions where all legal proceedings and enforcement action is undertaken solely by us.

We have complete control over the whole recovery process providing you with the assurance that your recovery strategy is in safe hands.

wilkin chapman llp
solicitors



our approach to successful recovery

- **Work in partnership**

We understand the types of debts you have and work in partnership with you to provide efficient and cost effective solutions to your problems.

- **Tailored service**

We tailor our service to integrate with your systems and operational methods, whilst adopting a compliant and proactive approach to debt recovery.

- **Empathy & understanding**

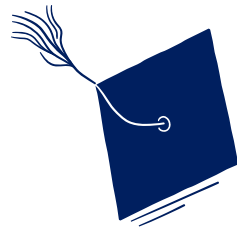
We engage with your students to recover funds amicably without the requirement of further court proceedings and additional costs being incurred. A combination of data intelligence, income and expenditure forms are used to establish a student's ability to pay and enter into a sustainable payment arrangement. Such plans are reviewed on a regular basis to ensure optimum repayments are maintained.

- **Complete service**

We are in the unique position of being able to carry out court proceedings ourselves, if these are required. We will take into account the commercial considerations and provide advice on the legal options available to you.

- **Online access 24/7**

We provide you with access to our online client facility enabling you to view all of your accounts, track progress, review all transactions and management information through a secure internet site, 24/7. This facility enables you to instruct us online, provides you with real-time information and allows you as much or as little interaction with your account manager as you need.



Trace and "Connect" service

Due to the transient nature of students, we are conscious of the need for you to establish their current residency. Our agents will not only trace your student, but attempt to make telephone contact with them and "connect" them to our staff enabling us to discuss the account and repayment - at no extra cost!

All our trace services are conducted on a no find no fee basis.

Our innovative pricing

We adopt a variety of pricing structures from no win no fee pre-legal collections, to fixed fee litigation and rent recovery.

The charging structure for pre-legal work ensures that you only pay for monies that we recover, with all funds remitted to you via bank transfer. All funds are held in a secure client account.

Our litigation services, including rent arrears matters, are all undertaken on a fixed fee basis, enabling you to take a commercial view on whether litigation is viable, whilst providing certainty on fees and budgets.

We do not charge any case preparation fee for accounts that require legal action.

Accommodation fees

We also offer a fixed fee service for either serving notices on students to terminate their Letting Agreement, or commencing County Court proceedings to obtain a Possession Order, in cases where students are in default, or will not vacate their property.

Most Student Letting Agreements include a clause entitling the education provider to recover their costs on an indemnity basis, meaning the service is also potentially no win no fee.

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We are very pleased with the progress made between York St John University and Wilkin Chapman in the last 6 months, since starting to work together. It has enabled us to increase our debt collection recovery rates and identify improvements to our internal processes.

York St John University

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We have used Wilkin Chapman over the last 3 years and have found the services provided by Mark and the team to be of the highest standard.

Collections and advice have always been exemplary; the services professional, timely and valuable; the people friendly, courteous, and efficient; the financial benefits quickly sourced, provided and clearly presented; the costs fair and competitive.

We have no hesitation in recommending Wilkin Chapman services, thanks again for a great job!

Medicines and Healthcare Products Regulatory Agency (MHRA)

about Wilkin Chapman and the recoveries team

Wilkin Chapman has one of the largest debt recovery teams in the UK and has a strong reputation for the breadth, depth and quality of its recovery services. In recognition of this, the firm has achieved a number of high profile accreditations including:

- Listed as **No 1 debt recovery provider** in the East Midlands region by the Legal 500
- All our services comply with the regulatory and compliance standards that our clients expect, accredited by both **ISO9001** and **LEXCEL**.
- The firm is accredited with **Cyber Essentials** which demonstrates our commitment to cyber security.

For a FREE recovery strategy review or for more information, please contact:

Mark Taylor
Partner

07887 787982 / 01472 262626
mark.taylor@wilkinchapman.co.uk



Wilkin Chapman's staff are approachable and knowledgeable and have assisted us beyond the normal scope of debt collection on multiple occasions. Where regulatory or legal changes have been implemented, they have kept us informed and notified us of the effect this will have on us and how they can help us with any changes.

Mark Taylor is an 'incredible asset' who handles credit management for public and private sector clients.

Legal 500

Wilkin Chapman LLP is a limited liability partnership registered in England and Wales, registered number OC343261. A list of names of members of the LLP is open to inspection at the registered office: Cartergate House, 26 Chantry Lane, Grimsby, DN31 2LJ. Authorised and regulated by the Solicitors Regulation Authority No 509655.

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