



Debtor collection process

Letter to the customer (28 days after due date)

- One week after the third call (28 days overdue).
- Outline contacts and failure of commitments made on previous dates.
- State that if payment is not made or if you have not heard from them by a certain date, then you may not be able to offer them credit in the future.
- Allow time for post, weekends, and a few days to organise themselves.

Date

Client full trading name

Postal Address

Postal Address

Att: Full name of person letter is addressed to.

Dear (correct spelling of name)

Our company representative has made contact with you on three previous occasions.
(day, date and time of three previous calls)

Payment was promised on each of these occasions, but as at today's date you have not fulfilled your promise to settle our account.

If your company is experiencing a cash flow problem please contact our office to make arrangements to settle this debt in regular instalments.

If you have not made contact with us by XX date then we will not be able to offer you a line of credit in the future and all further work will be COD only.

Yours sincerely

A company director to sign

(your name)

DIRECTOR