

## **Our Charges For Debt Collection Matters**

For routine debt collection matters we charge a fee of £75 plus VAT to send an initial demand letter.

If that does not lead to immediate payment and further action is required, we charge depending on the time spent which will depend on the action taken, the response of the debtor and the complexity of the matter.

Time spent on your behalf is recorded and charged in standard units of six minutes. Letters and substantive emails sent out and all telephone calls, whether made or received, are charged as a standard unit each unless the actual time involved exceeds six minutes in which case the actual time will be charged. Routine letters and substantive emails received are charged in standard units of three minutes per page.

The time spent will be charged at the rate of £245.00 per hour. VAT will be charged at the current rate prevailing where applicable.

An additional charge is made for photocopying and any other out-of-pocket expenses in the matter. We reserve the right at our discretion to pass on to you the cost of postage of large or bulky packages or items.

The hourly rates are normally reviewed from 1<sup>st</sup> January each year to reflect increases in overhead costs and inflation. We will inform you of any variation in the hourly rate before it takes effect.

We make a charge of £30 plus VAT for electronic transfers of funds by CHAPS to UK accounts. Different charges may apply to international payments and these will be discussed with you on an individual basis.

We will provide you with an estimate of our costs at the outset and update you throughout.

### **As an indication of the likely fees (undisputed claims):**

These fees apply where your claim is in relation to an unpaid invoice which is not disputed, Court proceedings are issued, but enforcement action is not needed.

Level of debt	Likely fees (including VAT)
Up to £5000	£480-720
£5001 - £10,000	£600-900
£10,001 - £50,000	£780-£1,200

## Disbursements

Disbursements are out of pocket expenses and costs related to your matter that are payable to third parties, such as court fees. We handle the payment of the disbursements on your behalf to ensure a smoother process.

In an undisputed matter, Court fees are likely to be the only disbursement.

Court fees depend on the amount you are claiming and a list of fees can be found here: <https://www.gov.uk/make-court-claim-for-money/court-fees>

The Court fees change from time to time. We will tell you the fee involved in your case before you decide to start proceedings.

Anyone wishing to make a claim should note that:

- The VAT element of our fee cannot be reclaimed from your debtor.
- Interest and compensation may take the debt into a higher banding, with a higher Court fee.
- The costs indicated above are not for matters where enforcement action, such as the bailiff, is needed to collect your debt.

## Key stages

Our fees include:

- Taking your instructions and reviewing documentation
- Sending a letter before action
- Receiving payment and sending onto you, or if the debt is not paid, drafting and issuing claim

- Where no Acknowledgment of Service or Defence is received, applying to the court to enter Judgment in default
- When Judgment in default is received, writing to the other side to request payment
- If payment is not then received within 14 days, providing you with advice on next steps and likely costs

Matters usually take around 10-12 weeks from receipt of instructions from you to receipt of payment from the other side. This is on the basis that the other side pays promptly on receipt of Judgment in default. If enforcement action is needed, the matter will take longer to resolve.

The stages set out above are an indication and if some of the stages above are not required, the fee will be adjusted accordingly.

### **Disputed Claims**

If the other party disputes your claim at any point, we will discuss any further work required and provide you with revised advice about fees and disbursements such as additional Court fees, experts' and barristers' fees as required.

### **Who will deal with my matter?**

Your matter will be dealt with by Ian Pinder who is supervised by Richard Giles.

Details of their qualifications and experience can be found by following the links to their profiles.