

# Transax. The cheque debt recovery service



The Transax service was the first of its kind in Europe and is backed by the resources of Certegy, one of the worlds largest payment risk management providers with revenues of over \$1 billion.

The Transax cheque debt recovery service enables businesses to maximise recovery on all types of cheque debt.

Cheque as a method of payment is gradually declining. So why is demand for collection on cheque debt continuing to grow?

- Cheque is still the way many of your customers want to pay
- Bad debt as a % of cheque transactions is on the increase
- A requirement for improved cash flow and reduced bad debt through enhanced recovery rates
- The need to reduce levels of returned cheque administration and collections activity
- Cheque fraud patterns continue to change, such as the expected migration of fraud from card payments post Chip and PIN
- The banks cheque guarantee card scheme provides limited protection

## What is the cheque debt recovery service?

We specialise in the collection of personal and business cheque debt of any type. Certegy in the UK process over 80,000 debts per annum worth a total of c.£20 million.

Our highly skilled team of collectors have the training and expertise to maximise recovery rates and the experience to recognise the individual requirements for the collection of different cheque types.

We utilise a 'State of the Art' CUBS collection system together with a predictive auto-dialler to further enhance the process.

Certegy has a unique 'At Risk Negative File', which effectively blocks any further spending by debtors in 85,000 customer locations. The leverage of this negative file on debtors generates in-bound calls to our collections team, helping us to maintain our high recovery rates.



Certegy operate in accordance with the Credit Services Association Code of Practice.

## How does it work?

It's simple, cheques returned unpaid are passed to Certegy, logged on our negative file and the collections process begins.

The methods adopted can be tailored to the specific customer service and recovery requirements of your business and typically can include letter, phone (outbound and inbound), SMS text messaging, tracing, litigation etc.

We contact debtors both during and outside normal office hours and at weekends.

We understand there may be occasions where the debtor is unable to make immediate and full payment. In these instances our skilled collectors can negotiate a schedule for prompt repayment, acceptable to both parties.

You will receive payment from us in respect of all monies collected at the end of each month. Our standard service operates on a no collect no fee basis however, other options are available such as debt purchase.

## What does this mean to you?

- Fully outsourced service
- Enhanced recovery rates
- Reduced write-offs
- Tailored collection routines
- Specialist cheque recovery expertise
- The leverage of our negative file
- Bespoke management reporting
- Competitive rates

## What else does the cheque debt recovery service offer?

Collection of:

- Personal cheques
- Business cheques
- Credit card cheques
- Account payment cheques
- All bank return reasons including payment stopped, stolen and account closed

Service coverage also extends to:

### Options

In conjunction with your bank we can arrange for the automatic return of all unpaid cheques directly to Certegy to ensure prompt commencement of collections activity and reduced administration cost.

# Why it pays to talk to Certegy



**“Tesco have successfully worked with Certegy over the past 4 years to develop fraud risk management strategy for our cheque and pay @ pump card terminals.”**

Nick Mourant, Divisional Director,  
Treasury, Tesco

**“Over the past few years we have worked in partnership with Certegy on a consumer project to enable our customer to offer account card facilities. We are delighted with the service we receive from Certegy and look forward to maintaining this successful partnership.”**

Andrew Bendzak, Head of Third Party Sales,  
Arval PHH

**“Vodafone has had a business relationship with Certegy for a considerable number of years. In particular we value their expertise in helping us to achieve our risk management objectives, and in keeping fraud in our retail outlets to an absolute minimum. We find their administration and support to be of a consistently high standard.”**

John Woodworth, Chief Cashier,  
Vodafone

**“The procedure for authorising cheques is extremely simple and effective. We are delighted with the system and recommend using Certegy Transax to any business needing a cheque authorisation service that is both simple and effective.”**

Neil Vadera, Accounts Manager,  
Boston Limited

**“Staples relationship with Certegy began in 1993 when our first UK store opened. Today they continue to contribute to our success.”**

Kevin Mallett, Financial Accounting Manager,  
Staples

**“Powerhouse have been using Certegy for many years and now have on-line authorisation in all our national retail outlets. Working together we have been able to reduce our risk at the same time as improving the service to our customers.”**

Sarah Craft, Financial Controller,  
Powerhouse

**“Hilton uses the Transax Cheque Authorisation Service in all of our hotels nationwide. It’s quick and simple to use and provides a sense of confidence when dealing with cheque transactions. The staff are friendly, provide an excellent service and their training has been of great benefit to us.”**

Anmarie Valentini, UK Credit Services Manager,  
Hilton Hotels

**“Queens Moat House have been using Certegy since 1994. It is our company policy that all cheques taken in our hotels are authorised by Transax and this enables us to confidently accept our client’s cheques and provide them with a first class service. The customer relations team are always a delight to deal with, being helpful, polite and efficient in dealing with any queries we raise.”**

Pam Howes, Regional Credit Manager,  
Queens Moat House Hotels

**“At Carland we consider the service provided by Certegy as a key element to the success of our business.”**

Philip Walker, Group Financial Controller,  
Carland