

Questions to ask

Are you getting the best possible results?

- Are you aware of every customer in an IVA?
Can you check?
Up to 20% of accounts go unregistered.
- Do you submit a proof of debt on every case?
If you don't you may not get paid.
- Do you review every case to ensure payments are optimised but affordable?
You may miss some cash or cases may break.
- What % of cases can you influence to ensure your modifications are included?
You may not be able to affect the outcome of a case.
- Do you review all variations in line with your voting principles?
You may lose unnecessary value through variation.
- Do you allocate each payment to individual accounts and track payments received against the payment plan?
- Are your customer accounts accurate, are you missing payments?
- Do you review each case completed or terminated to ensure you received all the payments due?
- Does your service provider manage IPs and track their performance, hold review meetings and audit them?
- Can you audit your service provider fully and go on to the operations floor?
- Do you receive detailed MI to review performance and track exceptions?
- Is your service provider independent of both IPs and purchasers?
Are they optimising revenue for you or the IP or the purchaser?
- Is your service provider close to the market to understand market conditions and react quickly to change?
For example, are they aware of IP consolidation?
- Do you have a reliable month by month forecast of collections from your IVA portfolio?

(for "you", read "you or your service provider")