



Financial Recoveries

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Minchin & Kelly (Botswana)'s ("M&K") Financial Recoveries department uses highly sophisticated software and adopts a progressive recoveries model in collecting debt. The debt collection services offered by M&K are outcome-based with cost-effectiveness. Time-efficiency is an integral component to our success.

Our dedicated Call Centre, which is capable of receiving high volume bulk instructions, is supported by a customized electronic debt collection management system which uses effective communication channels. These include a dialer system for phone calls, emails, letters, and online platforms.

Repeat interaction with the debtor at the soft collections stage with rapid escalation to the legal unit on default is key to the success of our debt collection unit. The matter passes through a number of phases during its cycle with M&K but, far from being linear, any one matter may be worked on from a number of angles at any given time to ensure maximum returns.

M&K understands the psychological leverage that attorneys have during the early collection stages. Debtors are more inclined to settle or agree to a payment arrangement when contacted directly by a law firm, appreciative of the weight that this carries and the high-risk implications they face.

We believe we are in a unique position within the debt collection industry in that we have the systems, experience, technology and clout to produce real and significant results for our clients. An effective debt collection model involves a systematic approach to recovering outstanding debts while maintaining positive customer relationship; and that is Minchin & Kelly's prime goal.



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