



## Financial recoveries

## Firm overview

Minchin & Kelly (Botswana) was established in 1890 to serve the commercial and legal needs of Botswana and has successfully served this purpose for over a century.

The firm continues to provide high quality legal services to domestic clients in Botswana but has also developed into a leading provider of services to international clients wanting to invest or do business in the country.

## About us

The firm's historical association with and presence in Botswana together with a highly skilled and internationally experienced team of lawyers allows us to provide clients with commercial, legal and business solutions to complex legal issues in a manner that is sympathetic to and workable in Botswana.

The firm's primary areas of practice include corporate and commercial, banking and finance, projects, commercial litigation, insolvency, labour law and property. Clients include financial institutions, national utility companies, global corporations, FTSE 100 and Fortune 500 companies, the Botswana government, individuals and various other medium to large companies.

As of March 2012, the firm formally became a member of DLA Piper Africa, a network of independent law firms working across Africa. DLA Piper is the largest law firm in the world with a total of 4,200 lawyers practising in more than 40 countries worldwide. Our membership of this network has given our firm access to specialised legal skills in practically every field of employment law.

## Overview

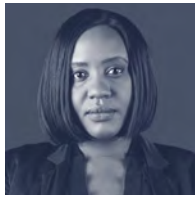
Minchin & Kelly (Botswana)'s ("M&K") Financial Recoveries department uses highly sophisticated software and adopts a progressive recoveries model in collecting debt. The debt collection services offered by M&K are outcome-based with cost-effectiveness. Time-efficiency is an integral component to our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



## Key contacts



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