



# National Debt Connection (Pty) Ltd

## Company Profile



Why settle for mediocre if we  
provide the **BEST**

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## INTRODUCTION

National Debt Connection (NDC) is a successful and professional Debt Collection company since 2006. NDC originated from its then parent company I-Com Services (Pty) Ltd, with one purpose, to change the way in which collection companies operate. As we are a progressive financial recoveries company, we have ensured that we stay on-top-of-the-game with changes and trends in the debt collection industry, which gives us a competitive advantage in this industry.

NDC is registered with the Council for Debt Collectors, as well as the Association of Debt Recovery Agents (ADRA).

## PRODUCTS & SERVICES

We are not your average Debt Collections company. We are one of very few companies to purchase Debtor books from consumers, and currently the only company to purchase Medical Debtors books. With our 14 years' experience in the Debt Collection industry, we are in the ideal position to offer the following solutions to assist our clients with debt recovery:

### 1. Soft Collection

We are able to offer our clients a complete end-to-end credit management and debt recovery solution-one that lasts. Collection efforts are firstly based on a non-legal method of negotiations and payment mechanisms which is then followed by the prescribed routes (depending on the type of debt as well as Client criteria.

NDC enjoys the added benefit of an internal Information Technology team, which allows for customized collection and management services and enables us to stay up to date with current and impending technological trends. Our system caters for all aspects involved in the debt collection process ranging from the financial management of the accounts to a state- of- the- art contact centre management modules, as well as efficient reporting on account progress and status'. As we outsource the bear-minimum, we can provide the best pricing for the best services. We like to be in control!

As a result, this service includes the following:

- Debt Review Management
- Administration order management
- Data verification/Tracing
- SMS Campaigns
- Email Campaigns

## 2. Purchasing debtors' books

Our professional team of expertise offers a free analysis and value proposition on your outstanding collectable debtors' book. Hereafter a detailed purchase offer will be presented based on the analysed data. Upon acceptance of the offer, the purchased price will be paid, and the account handover process will be finalised. Read more about this service further down.

### PURCHASING OF DEBT – WHAT DOES THIS MEAN?

Your first thoughts are probably - This is too good to be true! Well, the answer is simple, this is exactly as easy as it sounds!

Before turning a blind eye, ask yourself the following questions:

- Do you know what your annual provision for bad debt is?
- Did you know that you can sell your bad debt?

You shouldn't have to write off bad debt as a result of too much complexity and effort when it comes to recovering debt from debtors.

We understand all too well that consumers with bad debts cause numerous headaches! Usually, medical practices appoint attorneys to collect these debts, resulting in costly fees, prolonged collection processes and uncertainty on recoverability.

Through buying your debtors book, we take the risk whilst you unlock cash immediately. We make use of industry specialists for the analysis of debt portfolios in order to accurately price and make an offer on your book. We will gladly share and discuss the results with you and make an offer to purchase the book.

## 3. Document Management

Scanning and indexing of documentation has become a non-negotiable in the workplace. As businesses grow, the volume of documentation increases exponentially, which is why it is crucial to ensure that all documentation and files are uploaded, managed effectively and secure. As our System is flexible and fully customisable, we can tailor it to your very need, industry, requirements and budget. This entails the scanning and indexing of documents onto a Web based system where it can be accessed and managed at any time, from any electronic device. Whether you are an existing or start-up business, this is solution is for you!

### BUSINESS SCOPE AND EXPERTISE

At NDC we practice the Lean Six Sigma methodology, which is why we understand the increased demand for more services designed to:

- Reduce bad debt write-offs.
- Efficient and cost-effective collection services both to our clients and the debtors.
- Increase operational efficiency and cash flow.

- Set-up a proper analysis of the purchased price for selling your debt.

Our product offering operates on a contingency basis where our revenue is based purely on performance.

All that we require for the analysis are the following:

- Debtor's name and surname
- Debtor's ID number
- Outstanding balance
- Contact details
- Age analysis

Once the above has been received, the value proposition, analysis and offer to purchase will be presented within 3 working days.

Upon acceptance of the offer to purchase, settlement of the purchase price is made immediately, and you can unlock the value caught up in these books right away.

## MANAGEMENT TEAM & EMPLOYEE PROFILE

NDC is managed by debtor management and strategy specialists with extensive experience in the management of credit related services as well as various professional industries.

**Managing Director:** Linda Van Emmenis

**Operational Executive:** Liesel Coverly

**Operational Executive:** Chrisna du Plessis

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