



الفا لتحصيل الديون
Alpha Debts Collection

1104, Horizon Tower, Block D, P.O. Box: 45242, Al Rashidya 1, Ajman, United Arab Emirates
Phone: +97 – (0)6–886 9996 | Email: operations@alphadc.me | www.alphadebtscollection.com



Introduction

Alpha Debts Collection is one of the very few companies which has a valid license for Debt collection in the UAE and solely owned by UAE National. With our assistance, you can save your time, money and resources to invest in your imperative business and more vital things.

Even though our company name is very much new in the market, establishing our commercial license in 2020, by considering the decades of experience of our esteemed team who has extensive and amicable knowledge in Banking debt collection, Account Receivables, Legal services in UAE, and **"We strongly believe ourselves as a vintage debt collection agency"** in this market.

Our Promise

We **assure** that we provide our clients the highest level of service, business solutions and services that exceed our clients' expectations



Our Mission

Ensuring that your money returns to you, by recovering the debts

Our varied pool of expertise allows us to excel at every aspect of debt collection and management.

- ❖ Be it industry-specific limitations or finding solutions that suit all parties, we treat every case with the appropriate responsiveness.
- ❖ Be it privacy, work ethic or simply a professional attitude, our staff is trained to uphold the highest standards in creating a dynamic, comfortable environment wherein your business can prosper.

Our Vision

Lead the Market with Reliability, Dignity & Integrity

We will boost to take place among market leaders very soon, based on trust we have set up our mission having you in the core of our priorities and where we are always committed to serve our customers in an exceptional way.

Why Us

We speak your language and your customer's language

- We understand local cultures and processes. This local expertise, a genuinely global mindset, transparent pricing and simple processes are the building blocks of seamless delivery and results for your business.
- We make sure we focus on your needs as an individual business and provide a dedicated point of contact, supported by our collections specialists who are having extensive experience in UAE.
- Our team specializes in understanding local customs and adhering to the laws of the UAE's jurisdictions & regulatory standards and requirements.
- Whether it is loan recovery or credit card payment, our expert team and debt collectors provides best and cost-effective solution without affecting liquidity flow and company's reputation.
- Our adopted method is Optimized and cost-effective process, and we maintain the CONFIDENTIALITY as the principle while dealing with our clients.
- Skip Tracing operations as & when deemed appropriate, traces and locates the debtor, who could be either in the country or abroad.
- We offer diverse collections, repossession & legal services including collecting debts and accounts receivables in all stages, for different sectors.



Target Payments

Customers normally pay faster once a Debt Collection Agency is involved



Advantage

More time for you by letting us collect your debts you have more time to spend running your business

Key Benefits

- ❖ **Alpha Debts Collection** is one of the very few companies which has a valid license for Debt collection in the UAE. When you hire us as your partner for debt collection, you get many advantages including:
- ❖ A highly skilled team with vast experience in banking debt collection
- ❖ Completely process oriented and we strictly follow the process as per our clients' requirements
- ❖ Thorough understanding and knowledge of Local law of the land and UAE regulatory & Central Bank requirements and mandates
- ❖ We mainly focus on a 'creative problem solving' approach by educating debtors on best settlement solutions, without compromising our client's benefits.
- ❖ We are further strengthened by Internal Control and Quality Assurance team which full quality control at every stage of the collection lifecycle, thereby ensuring full compliance with all regulatory mandates required by clients.
- ❖ Highly personalized service with regular updates and complete transparency of progress
- ❖ Our fees are based on the principle that no collection means no commission – you only pay an agreed percentage of collected funds

What We Offer

We manage recovery of bad debts for Banks & Financial Services

- Personal Loans
- Auto Loans
- Business Banking Loans
- Credit Cards
- Home Loans

We handle Pre-Due, Soft Buckets Collection (Front End), Mid-Range, Hardcore Recovery & Write Off Collection for our Clients.

Our expertise review credit facilities provided to the companies, Individuals and follow up on account receivables

- Retail Business
- Rent a Car
- Real Estate
- Tele-Com

We engage best field & legal executives to do legal actions

- Repossession of Cars
- Repossession of SME vehicles
- Filing Criminal Cases
- Releasing of Criminal Cases

AROUND THE GLOBE



THE BEST DEBT COLLECTION TIPS FOR ENTREPRENEURS

Do you have outstanding debts with your customers?

Although you usually agree on a payment term with your customers, not every customer strictly adheres to this term. Almost every entrepreneur therefore has to deal with outstanding debts. From our collection practice we know that acting fast works best. By taking quick action, you have the best chance that debts will still be paid.

But what is the best thing to do if you are dealing with outstanding debts? It is usually not advisable to call in a collection agency or lawyer directly. Although you can usually do inhouse collection practices, it is better to first try to get the dues paid yourself. In addition to paying the debts, this also contributes to maintaining your customer relationship.

Try the below, and still you can't, then we are here for you....

1. Send Soft Payment Reminder SMS / Emails
2. Call your Customers
3. Send Final Reminder Dunning Letters / Emails / SMS
4. Making Payment Arrangement

STILL NON-CONTACTABLE → CALL IN A DEBT RECOVERY AGENCY

If after having sent a payment reminder, made a phone call and even a final reminder you still have not received payment, it is advisable to call upon the expertise of a debt recovery agency.

**Of course, the choice is yours to wait longer,
but this usually does not have the desired effect**

Our Team

❖ **Collection Manager**

- ✓ 15+ years of Banking Collections Experience
- ✓ 5+ years of Debt Collection Agency Experience
- ✓ Collected so far AED.200+ Millions across Globally

❖ **Operations & Accounts Manager**

- ✓ 25+ years of Accounting & Finance Experience
- ✓ 10+ years of Audit & Internal Control Experience
- ✓ Have solid experience in Audit, Receivables & Accounting

❖ **Team Leaders & Collection Agents**

- ✓ 5+ years of Collections Experience
- ✓ UAE Law of the Land & Regulatory awareness
- ✓ Expertise in Negotiation, Skip Tracing & Settlements



No matter where your debt is, we help you to collect it...