

Date: **04 June 2025**
Our ref: **N Ceronio**

WHO IT MAY CONCERN

RE: PROPOSAL WITH REGARDS TO SOFT COLLECTIONS

We firstly wish to thank you for the opportunity to provide you with a proposal with regards to assisting your firm with soft collections.

The process we use for soft collections are as follows:

1st Day: Receive instruction

Open file on the same day

Send a letter of demand by email as well as registered post

Send an SMS and WhatsApp message to the owner

2nd Day:

Proceed to follow up with a call to confirm that the owner received the letter of demand and if they wish to enter into an arrangement. If owner can't be reached telephonically, we send a WhatsApp and SMS.

4th to 20th Day:

We repeat action as per day 2. If the contact details do not exist, we will proceed to do a Compuscan Trace to trace alternative contact details.

You will note that we suggest that soft collections proceed for 20 days to allow the registered post letter to be delivered.

We confirm that we are prepared charge an amount of **R610.00** per soft collection instruction.

This amount will include the letter of demand as well as the expense for sending the letter of approximately R42.00 per letter. Further it includes the SMS, WhatsApp and emails we send.

Excluded from this amount is the costs of conducting a search to trace alternative contact details. We will charge this on top of the R610.00. Normally a Compuscan Search costs amount to approximately R10.00 per search. We might have to do two or three searches depending on the number of owners.

Our main aim with the soft collections is to **communicate** with the owner/debtor as this is the stage where it will become clear if the owner is willing to enter into an arrangement and resolve the matter. This gives an owner the opportunity to prevent a summons being issued and further legal charges incurred.

We trust you find same in order and please feel free to contact writer to discuss.

Regards
N Ceronio
Ceronio Attorneys Inc.