

# AORANGI

## DEBT COLLECTION

Unit 4, 31 Tyne Street, Riccarton  
PO Box 42 143, Tower Junction, Christchurch  
Phone (03) 343 9988 **Freephone** (0508) 343 9988  
Fax (03) 343 0050  
[www.aorangi-debt.co.nz](http://www.aorangi-debt.co.nz)

**NEWSLETTER**  
**June 2016**

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## What's happening at Aorangi?

Welcome to our newsletter, we want to thank you for entrusting us with your debt recovery; we take this very seriously, always conscious that we're acting as an 'extension of your own business' with our goal to recover your money.

Since Cathy Bromfield purchased Aorangi Debt Collection on 1 February, we have been super busy!

### New premises

We've moved into brand new premises situated at Unit 4, 31 Tyne Street, Riccarton. The move has been great, the office is bright and breezy and very accessible for clients and debtors to visit. Parking is easy with plenty on site.

### Our fantastic team

The team, including Brogan, Vanessa, Emma and Sharen continue to work hard to recover the debt placed with us for collection. Boasting an all-female team here at Aorangi, the tenacity and determination not to give up is evident with very high collection rates and success stories that continue to please our clients.

Brogan Tatana is our Administration Manager and oversees the administration functions of the business. Please contact Brogan if you have any queries in relation to your account, [brogan@aorangi-debt.com](mailto:brogan@aorangi-debt.com) or (03) 343 9988.

## Technology update

Aorangi Debt Collection now has a very exciting front end application that allows you, the client, to load your debt for recovery with ease. This is in addition to the usual methods which include faxing, emailing and loading via our website.

### Online Tool – debt loading and reporting

You can now load debt, keep abreast of the debt placed with us through a reporting function, add notes and payments made directly to you via our secure web based tool, Debt Controller. If you are not currently using this tool and would like to, please contact Cathy directly [cathy@aorangi-debt.com](mailto:cathy@aorangi-debt.com), (021) 375 626.

### New website

We're excited to announce that our new website is nearing completion and will be up and running within the next few days.

Debts can be loaded via the website, there is also the ability to download a Debt Loading form should you wish to fill this out and scan it to us.

We hope you enjoy the new look and feel of Aorangi's new site!

[www.aorangi-debt.co.nz](http://www.aorangi-debt.co.nz)

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**Online debt loading and  
real-time reporting now  
available**

To obtain access email  
[cathy@aorangi-debt.com](mailto:cathy@aorangi-debt.com)

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## IMPORTANT

After 3 months with no payment, refer the debt to Aorangi – we work hard to recover your money for you

[admin@aorangi-debt.com](mailto:admin@aorangi-debt.com)  
[www.aorangi-debt.co.nz](http://www.aorangi-debt.co.nz)

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## When to place a debt for recovery

We're often asked at what stage a debt should be placed for recovery.

The age of a debt is the single most important factor governing the success of debt collection. You should start your own credit control process when no payment has been received after your payments terms have been ignored.

When two months have elapsed with no payments, you should then be writing and telephoning for **your** money. After three months and no payments, send a final demand letter with a deadline, once this deadline expires with no payment, refer your debt to Aorangi.

Very few payments are received between two and three months. It's amazing how much easier your credit control becomes when you take a more proactive and systematic approach and are only dealing with current customers.

### Important information to obtain from your clients

Make sure you get as much information as possible from your clients before you provide them with any form of credit. It's very important, as should the unfortunate happen and you find yourselves needing our services to recover the account on your behalf, we will require the following information:

- Full name (including middle name if you have this) of debtor
- Residential address / place of employment (if known)
- The date the debt was incurred or the earliest invoice date
- A date of birth is also very useful but not essential.

### Collection costs

Recovery costs on debt collection can be passed on to the debtor as long as you adhere to the Fair Trading Act which states:

Businesses wishing to recover additional costs from customers who have not paid for goods or services they have received must inform customers of these potential costs when they agree to the supply of goods or services. This can be done in a number of ways, for example, **by displaying large notices on the premise**, or by **providing written notice of terms of trade**. What is reasonable will vary according to the circumstances. If debtors are not warned before they incur debt, then any attempt to make them believe they have to pay additional collection and late payment fees is likely to be misleading.

## Legal service

Vanessa Carter oversees our legal division and is responsible for all aspects of the legal process. If you have any questions please contact Vanessa directly, she will be more than happy to answer these for you [vanessa@aorangi-debt.co.nz](mailto:vanessa@aorangi-debt.co.nz) or (03) 343 9988.

Aorangi's legal service includes, but is not limited to:

- Document preparation
- Document service
- Legal filing
- Liquidations
- Bankruptcy

## Disputes Tribunal

Aorangi provides a complete consultation service for any debts that may need to be dealt with via the Disputes Tribunal.

The criteria for utilising the Disputes Tribunal include;

- The debt in question must be disputed
- The total owing must not exceed \$15,000. The total can increase to \$20,000 if agreed by both parties
- Both the Creditor and Debtor must appear. Representation cannot be assigned to a third party.



Aorangi's service includes assistance with Evidence Summary preparation, filing and preparing you for the hearing. Following the hearing, and if required, we will also assist with the enforcement of the payment.

Please contact us to discuss this service on (03) 343 9988 or email Emma [emma@aorangi-debt.com](mailto:emma@aorangi-debt.com)

## Housekeeping

### Our bank account number has changed

Please note that our bank account for the payment of our monthly invoices has changed. It would be greatly appreciated if you could update your banking records as a number of payments continue to go through to the old account number:

**ASB**  
**Aorangi Credit Management (2016) Ltd**  
**12-3494-0062036-00**

Please ensure that you include your **four digit client number** when making a payment, this helps us to identify the client this relates to.

### Monthly pay out of collected funds

Funds collected by us each month are electronically paid out to you, less our costs, on the 1<sup>st</sup> business day of the new month.

It is important that we have your bank account number on file as well as an email address for us to send the statement to. If you haven't already, please email your details to [admin@aorangi-debt.com](mailto:admin@aorangi-debt.com)

### Loading Fee

As you will be aware we charge a nominal \$3+ GST per new account to go towards covering in-house services such as administration, toll calls and most of all postage. Regrettably, with the increase in postage we have little option but to increase this charge to \$4 + GST per new account. This will take effect from 1 July 2016.

## Remember we offer all these services

<b>Debt recovery</b>	Personal and company debt recovery service
<b>Credit reporting</b>	Aorangi has been in business since 1989 so have a very strong and extensive debtor database. Credit Check your customers before you offer credit, it is always better to be safe than sorry.
<b>Debtor default registering</b>	<p>As long as the debt is over \$100 and not disputed a Default can be loaded on the national debtor database. Cost is \$15 + GST per debt.</p> <p>Benefit: When the debtor applies for credit the default listing will show. Debtors often call to clear a debt at this point.</p>
<b>Court Action / Civil Litigation</b>	A complete legal in-house service available
<b>Disputes Tribunal</b>	Assistance with Evidence Summary documentation and preparing our clients for the Hearing.
<b>Document Service</b>	Service of all documentation
<b>Personal visits</b>	Field visits throughout New Zealand
<b>Investigations</b>	Private investigations available on request
<b>Address Monitoring</b>	A tracking tool to assist when there has been difficulty in locating a debtor
<b>Ledger Management</b>	We can manage your ledger, in a small business this can be time consuming. We have the systems and processes in place to ensure your debts are paid on time.
<b>Terms of Trade guidance</b>	If you require help with this, contact us to discuss how you can improve your Terms of Trade wording to ensure collection costs can be claimed from the debtor.

Need help with another service, please contact us [admin@aorangi-debt.com](mailto:admin@aorangi-debt.com)

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