

A specialist and dedicated  
debt collection service for  
Independent Schools

# Stronger Together

**REDWOOD**  
COLLECTIONS

# Grow Stronger

## Reliable debt collection expertise

At Redwood Collections, we are experienced specialists in debt collection and credit management for the independent school sector. We are proactive and highly effective, but we are also professional, acting with the utmost respect to ensure we always represent your establishment school positively.

### WE ARE TRUSTWORTHY

Our reputation for diligence and integrity means your reputation is safe in our hands. We understand the highly sensitive nature of the work we will be carrying out on your behalf. That's why we balance a determination to protect your interests with a pledge to safeguard your good name.

### WE ARE REGULATED

As a Redwood Collection's customer, you can have full confidence in our rigorous compliance. We are authorised and regulated by the Financial Conduct Authority (FCA) and committed to the standards of the Credit Services Association (CSA) Code of Practice.

## Our values

### WE ARE RESPECTFUL

Discretion and diplomacy are at the heart of everything we do. As a customer, you can rely on the highest levels of consideration and courtesy. You can be sure that we will maintain the utmost respect and politeness in all dealings we have with your debtors.

### WE MAKE IT EASY


We know your main area of focus is delivering educational excellence. That's why it makes sense to let us relieve you of the stress and hassle of debt collection. We will efficiently and proactively support you as a valued customer.

# Our Vision

What inspires and drives us

We are dedicated to helping independent schools recover debts efficiently while maintaining their good name.

We achieve this through a combination of hard work, expertise, dedication and rigorous compliance standards. Our people are respectful, passionate, and determined to deliver continued success day after day.



Helping your  
school go  
from strength  
to strength

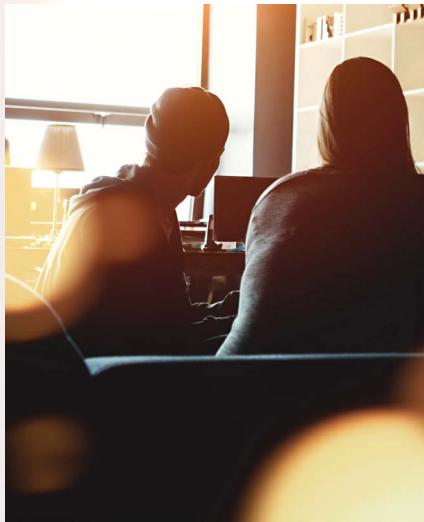
# Our Services



## REDWOOD CREDIT MANAGEMENT

Where you do not wish to sever your relationship with a parent, you may wish to consider Redwood Credit Management. We are happy to help parents bring their account up to date, while allowing pupils to continue their learning in your school. We will handle all the admin in negotiating and setting up each plan, so there's no additional pressure on your finance teams.

**REDWOOD**  
CREDIT MANAGEMENT



## SPECIALIST EXPERTISE

In a sector that demands empathy and understanding, we are the market leaders for credit control guidance and debt collection. Proudly representing more than 700 schools and trusts, we have an enviable reputation for positive results. Highly experienced in recommending the right action to employ against your debtors.

## HIGH PERFORMANCE

Our vast experience has seen us collect more than £25,000,000 of unpaid school fees, with almost two thirds of debts referred to us resulting in successful collection. This is all achieved with an extremely low complaint level and our clients' impeccable reputations maintained.

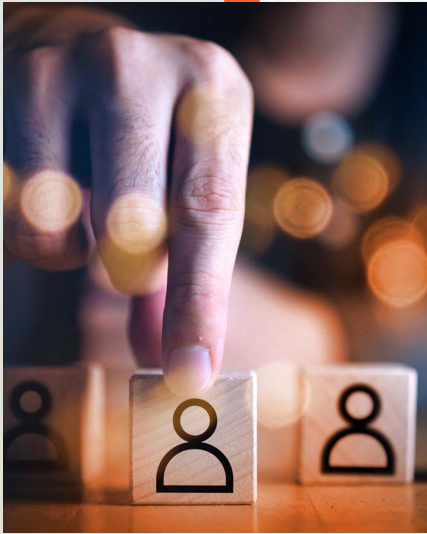
## FLEXIBLE AND CONTRACT-FREE

We do not ask schools to enter an onerous contract (unless preferred), nor do we charge joining fees or a monthly retainer. We simply charge a typical 15% commission on monies recovered, with fees for legal services applied on a case-by-case basis at competitive rates.

## APPROPRIATE LEGAL ACTION

For cases requiring additional support, we have extensive experience in recommending the right kind of action to instigate against your debtors. We drive forward legal action, saving our clients from over-involvement.





### **COMMUNICATION AND REPORTING**

We believe in keeping our clients fully informed of the progress of their cases. To this end, all our clients are assigned a dedicated account manager and given direct contact details to ensure you are kept up to date at every stage of the process. We also provide online case access and monthly reports in hard copy. You can easily check the status of cases via a 24/7 online portal.

### **PARENTCHECK+ INNOVATION KEEPS YOU IN CONTROL**

Unique to Redwood Collections and exclusive to our independent school clients, this informative innovation enables powerful batch screening of your customer list, scanning hundreds of worldwide databases maintained by governments and other organisations, and including rigorous anti-money-laundering checks.

### **OVERSEAS COLLECTION**

The issue of debt collection can go beyond our borders. Through our strategic partnerships with overseas agents we can provide a truly global debt collection service. If the case is resolved in house instead, there's no cost in addition to our usual fees and we operate on the same 'no collection, no commission' basis as our domestic debts. Please note, international rates vary due to geographic, political, and legislative differences.

### **TERMS & CONDITIONS REVIEW**

Ensuring your Terms & Conditions are properly drafted is important in the process of debt recovery and enabling you to recover any associated costs from the debtor. We can use our expertise and experience to provide an effective and legally compliant document.

“ Engaging Redwood Collections to undertake fee debt collection has improved the efficiency of debt collection and allowed the finance team to focus on its principal activities. Where initial attempts to secure payment have failed, it has been beneficial to be able to engage a third party to pursue the matter professionally and objectively. Often, the mere involvement of Redwood Collections prompts a payment from a debtor who has been unwilling to prioritise a debt to the school. ”

WELLS CATHEDRAL SCHOOL

“ The service from Redwood Collections is tailored, personal and always highly professional with the advice provided clear, concise and in-line with the needs of the business. They fully understand the challenges we are facing within the Further Education sector in our region and appreciate that not every case can be dealt with in the same way. ”

SUNDERLAND COLLEGE

“ We would recommend Redwood Collections to other independent schools who may be experiencing issues with unpaid school fees. They have managed to achieve a high success rate in terms of collection of our overdue school fees for many years now, while remaining professional at all times and mindful of our reputation. ”

QUEENSWOOD SCHOOL

# Why Redwood?

## Respectfully focused

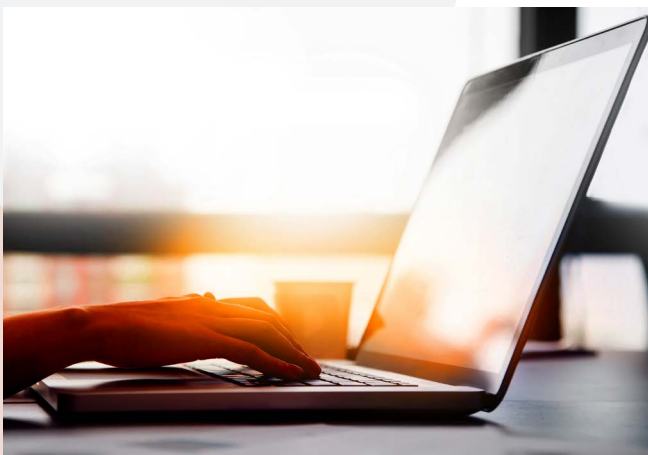
Our rate remains the same whether it takes us a single day to recover your debt or an entire year. And while it is in our interest to act as quickly as possible, we will only ever do so with respect, empathy and understanding. We have learned it is an approach that works.

We do not ask schools to enter an onerous contract (unless preferred), nor do we charge joining fees or a monthly retainer.

We simply charge a typical 15% commission on monies recovered, with fees for legal services applied on a case-by-case basis at competitive rates.

### ANCILLARY & LEGAL SERVICES

Our ancillary services are available to all our clients. If a case requires a specific service such as legal action or debtor tracing, the associated cost will be explained to you before any action is taken and we require your express instruction before undertaking any fee incurring work.



### COST EFFECTIVE

No upfront cost and we only bill you for commission if we successfully recover monies.

### STRAIGHTFORWARD

Simple commission rate, typically 15%. So you can easily budget for the costs of recovering a bad debt.

### CONTROLLED

Our commission rate stays the same and you are in control of any speculative legal actions.

### COMMITTED

Credit control is our business, so we can give every bad debt the time it deserves to achieve a successful outcome.

### DECISIVE

For cases requiring additional persuasion, we can make recommendations on action against your debtors and can take care of everything.

### SUPPORTIVE

We are always there for you, helping your school Grow Stronger.

Get in touch. We are here to help.

**020 8080 2888**

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