



FUTURE COLLECTIONS

DEBT COLLECTION SPECIALISTS

Terms of Business

1. General

- (a) Cases are handled by the Future Collections Operations Team.
- (b) The Operations Team will confirm case details and send an invoice for the services by post and email, if an email address is supplied.
- (c) Future Collections keeps Landlords up to date on the progress of their cases. Sometimes with Litigation, delay is unavoidable. If there is a delay, we will tell you what the delay is.
- (d) If you have any questions about your case, email hello@futurecollections.co.uk

2. Progressing Your Matter

- (a) We will always try to bring the matter to a successful and satisfactory conclusion.
- (b) We will advise you of the amount of time it will take to progress your matter and advise you of all the key events in writing.
- (c) You can rest assured of our best attention at all times, but should you have any complaints about our service, please write to The Operations Director. If you are not satisfied with the outcome, then write to our Director, Anthony Remer.

3. Confidentiality

Future Collections Ltd keeps clients affairs confidential and will only enter conversations and correspondence with Landlord who are named on a specific case and the Solicitors and Advocates acting on their behalf.

4. Client Care

The Future Collections office system requires staff to meet certain standards with regards to client care.

Standards include:

Clients should receive copies of all substantive correspondence.
Efforts must be made to return client phone calls within 2 hours.
Efforts must be made to deal with correspondence in a timely manner
Letters should be written in plain English

There are other standards but these are the main ones that affect your dealings with us. Please remind us if you feel we are not keeping to them. In return we ask you to respond to our requests promptly.

5. Data Protection

The Data Protection Act requires us to tell you that your particulars are held on our database. We may from time to time use these to send you information we think might be of interest to you.

6. Storage

After completing a case, we need to keep a file stored for 6 years. Files will be safely destroyed after 6 years. To retrieve your file from storage, the fee is £50.

7. Other Matters

If you require clarification on any points in these Terms of Business please contact the case handler dealing with your matter.

The Law governing any dispute from these Terms of Business shall be the laws of England.

8. Contact

Future Collections Limited
82a James Carter road
Mildenhall
IP28 7DE

hello@futurecollections.co.uk

Please quote your case reference number, it helps to respond promptly.
Helpful suggestions, corrections or comments are welcome