



**active**<sup>®</sup>  
credit control

## Active Mercantile Demand Letters



Slow and lazy debtors? Harness the persuasive power of our fully accredited mercantile agency and let them know you mean business!

**Our demand letters are easy to use and proven to help you collect more money, faster!**

# Get Tough and Receive Fast, Positive Results

A “Demand Letter” should be sent when you have tried unsuccessfully to get paid. It is really easy to integrate them into your cash flow process.

## Pricing

5 Letters	\$199 +GST
10 Letters	\$299 +GST
25 Letters	\$399 +GST
50 Letters	\$699 +GST
100 Letters	\$1,199 +GST

## What are they?

An Active Mercantile Demand Letter is a formal demand for payment that is sent to your customer by us when they are late in paying you. It is **your decision** when and who you use them on. The demand letter is sent in up to three formats for the price of one letter as long as you can provide the contact details. They are sent by Post, Email and SMS.

## Why use them?

They get fast results and are easy to use. There is no collection cost associated with the demand letters as all payments are directed to your bank account.

Every day you wait to get paid increases the likelihood that your debtor **will never pay**. Act early using our demand letters to avoid bad debts.



## What others are saying...

*“We use them on all our 45-day plus accounts with great cost effective results.”*

**Luther, Ozone 1 Pty Ltd**



*“We used the demand letters as part of our internal collection process and cut down on overdue debtors significantly.”*

**Bob, Plus Print Pty Ltd**



# How to use the Mercantile Demand Letters

Our demand letters are easy to use and proven to help you collect more money, faster!

## Step 1

Go to our website link

[www.activecreditcontrol.com.au/demand](http://www.activecreditcontrol.com.au/demand)

## Step 2

Input the data using the online form or upload using the Excel template.

*If you require any assistance, you can call our Support Team on 1300 853 230.*

## Step 3

We will immediately send the demand letter by Post, Email and SMS to your debtor.

*We find that by sending the demand in three ways you receive faster results. The postal letter and the email come from our address not yours which has more impact. Your debtor feels they can no longer ignore your invoice.*

## Step 4

You will also receive a copy of the demand letter.

*All correspondence sent to your customer will contain your banking and contact details so that you receive direct payment.*

## Demand Letter

Private & Confidential  
John Debtor  
My Debtor Pty Ltd  
123 Queen Street  
BRISBANE QLD 4000

11 March 2015  
"Without Prejudice"  
Dear Mr Debtor,

**DEMAND NOTICE**  
OUR CLIENT: SMITH & CO  
OUTSTANDING AMOUNT: \$700.00  
STATEMENT / INVOICE: #3182 \$700.00 31/01/2015

We act on behalf of our client, Smith & Co regarding an outstanding amount of \$700.00.  
This account must be finalised as a matter of URENCY to stop any further actions.  
Please make payment using the following payment option by 18 March 2015.  
If you have any queries contact our client direct on 07 3900 0000.

Yours faithfully,  
Mark Amor  
Debt Collection Officer  
mark.amor@activedebtrecovery.com.au

**PAY NOW**  
Use only the reference number indicated when making payment.

Account Name: Smith & Co BSB: 036-000 Account No.: 98085230 Reference: MYDEBTORPTYLTD
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Active Debt Recovery Australia Pty Ltd ABN 43 930 950 531  
Licenced Mercantile Commercial Agents

QLD Licence: 3545171	VIC & TAS Licence: 43930950531	NSW & ACT Licence: 41102335	WA Licence: 5354
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SENT  
VIA



Customer

Call **1300 853 230** | [www.activecreditcontrol.com.au](http://www.activecreditcontrol.com.au)



# More Information

Get started today and receive the immediate benefits from using our “Mercantile Demand Letters”.

## What happens if my customers phone you to make payment?

If your customers phone us to make a payment we will redirect them to you. We do not charge for this service.

## What is the next step if the letters are not successful?

We are here to help you. You can send us the debt for collection action. Our partner company is Active Debt Recovery Pty Ltd, a registered mercantile agency with excellent success rates.

## What banking details are shown on the letters?

We use your banking details on all correspondence to your customers. So all monies are paid to you direct.

## Can I recoup any collection costs from my customer?

If you have the correct terms and conditions in place, and your customers are made aware of any fees, you can claim them when using the Mercantile Demand letters.

## When can I use them?

You can start using them straight away. They can be used within 12 months of your start date.

## About us?

Active Credit Control is a subsidiary of Active Debt Recovery Australia Pty Ltd, a registered mercantile agency with presence in QLD, NSW, VIC, ACT, WA, TAS and NZ.

Active Debt Recovery is a leading debt recovery agency with multiple products and services available to cut down on poor payers, speed up payments and be alerted to changes in key customers that might impact their future payments to you.

Call **1300 853 230** | [www.activecreditcontrol.com.au](http://www.activecreditcontrol.com.au)





**Head Office**

Level 21, 345 Queen Street, Brisbane QLD 4000

Locked Bag 10 GCMC QLD 9726

Phone: 1300 853 230 | Fax: 1300 853 230

**Queensland**

Licence No. 3545171

Phone: 07 3188 5130

**Victoria and Tasmania**

Licence No. 43930950531

Phone: 03 9988 1110

**NSW and ACT**

Licence No. 411102335

Phone: 02 8999 9380

**Western Australia**

Licence No. 5354

Phone: 08 6555 1840

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Pricing as at 31 July 2014.