

REDWOOD
COLLECTIONS

NEWSLETTER

IN THIS ISSUE

- 3 We Have New Online Case Listing Forms
- 4 Our Brand New 12 Week Training Programme
- 5 How Are We Regulated?
- 6 We Have Been Awarded 'Strong' Rating in a New Industry Report
- 7 The Fascinating History of Our Office Building

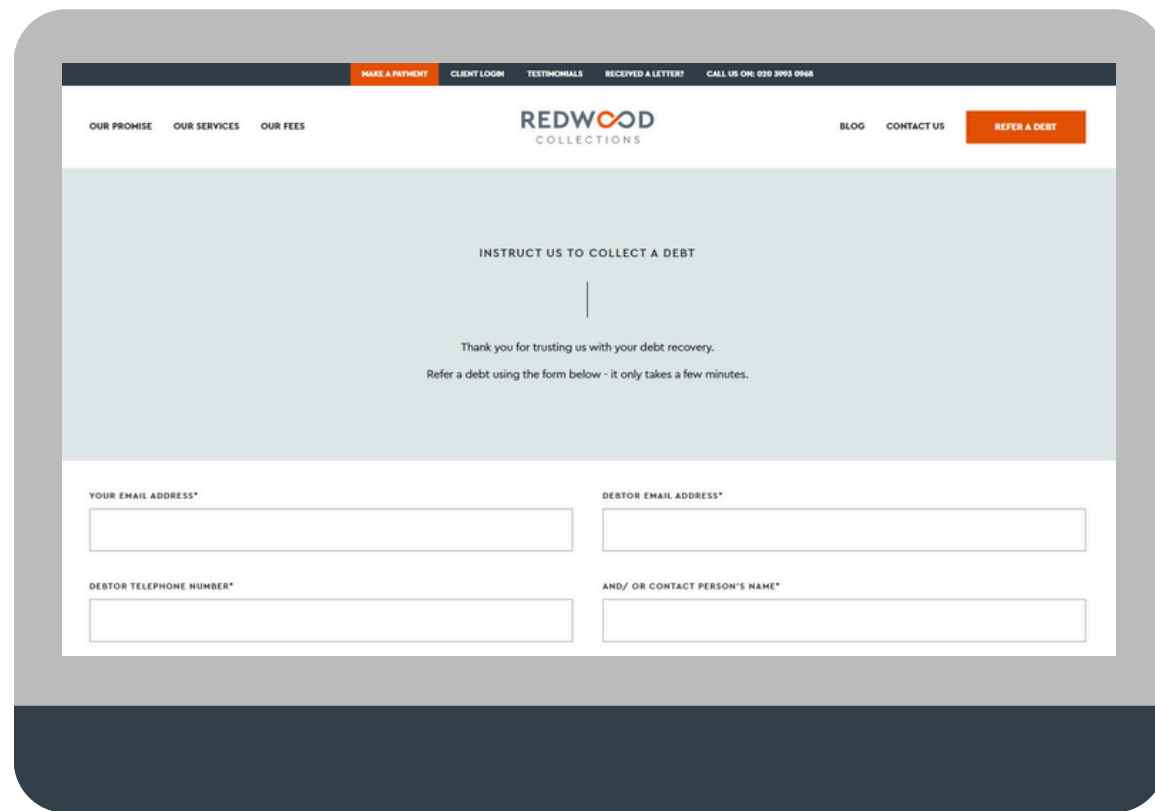
WE HAVE NEW ONLINE CASE LISTING FORMS

Dealing with bad debt can be stressful, which is why we are always looking for ways to make the process as smooth and efficient as possible for our clients. The team has been working hard in the background to introduce our new and improved online case listing form for our clients, designed to simplify the debt referral process and further enhance your experience with us.

One of the key features of our new form is the ability to upload more documents to our portal than ever before. This means that you can provide us with all the necessary information in one go, without worrying about leaving anything out. We know that every detail counts in these situations, and we want to make sure that we have everything we need to help you with your case.

We strive to make sure that every interaction with our clients is smooth and stress-free. This new form is just one of the many ways we are working towards that goal. We hope that you find this new form helpful and that it enhances your experience with us.

Our new form takes only 2 minutes to complete, [click here](#) to view.



HOW ARE WE REGULATED?



As a debt collection agency, we are heavily regulated and governed. We are proud to be authorised and regulated by the Financial Conduct Authority, which means that your brand is always safe with us.

Our compliance team is diligent in keeping up-to-date with debt-related regulations across all industries. We are also committed to applying the Credit Services Association's Code of Practice to our work ethic.

We have always implemented new procedures to comply with GDPR (General Data Protection Regulation) rules, which has helped us maintain trust with our clients and stay at the forefront of our industry.

We also hold ISO:9001 accreditation and use robust quality assurance measures. We take IT security seriously, providing state-of-the-art encryption and full compliance training to all our staff.

Our customer screening process is available to provide peace of mind. As part of our commitment to our clients, we have comprehensive business insurance cover exceeding £5m insured by Hiscox.

We also take money laundering prevention seriously, with adequate controls in place to counter money laundering activities in line with the Money Laundering Regulations 2007.

OUR BRAND NEW 12 WEEK TRAINING PROGRAMME

Knowing how important it is to provide our employees the right training to succeed in their role, we have introduced a 12 week training and feedback cycle. Our new programme has been designed with our clients in mind and we're confident it will help us continue to exceed your expectations.

With a new topic each week, our employees will have the opportunity to expand their knowledge and skills in various areas in the credit management and debt collection world.

Our new seminars will be led by our experienced trainers who will share their expertise and insights on the specific topic of the week. These seminars will be followed by tests on our learning management system to ensure that our employees have understood and retained the information provided.

We believe that by providing this training, we will be able to keep our employees up to date on the latest regulations, governing guidelines and best practices. This will not only benefit our organisation but will also enhance the skills and knowledge of our employees, making them more effective in their roles.



WE HAVE BEEN AWARDED “STRONG” RATING IN A NEW INDUSTRY REPORT

It is with great pleasure that we announce our recent recognition as a "strong" performer in the debt collection industry by Plimsoll. This analysis takes into account the financial performance of the top 195 Debt Collection Agencies companies in the UK, and we are thrilled to be recognised as one of the strongest performers in the industry.

The analysis also revealed the concerning news that 47 companies within the industry have been rated as "danger", with 9 out of 10 failing companies being given this rating.

Looking ahead to 2024, the Plimsoll Analysis has indicated that it will be a big year for takeovers in the UK Debt Collection Agency market, with 11 major companies identified as vulnerable to takeover. Additionally, 98 companies have seen sales fall in the latest year, raising questions about their ability to turn things around.

We remain committed to providing our clients with the highest level of service and support. Our "strong" rating is a testament to the hard work and dedication of our team, and we will continue to strive for excellence in all that we do.

THE FASCINATING HISTORY OF OUR OFFICE BUILDING

Welcome to our office building, Croydon Airport. A place that holds a significant place in British aviation history. As Britain's first major international airport, it played a pivotal role in the development of global air travel post-World War One. The airport was Britain's busiest during the interwar period and was the departure point for many world record-breaking flights.

Croydon Airport introduced many groundbreaking innovations that are still in use today. It was the birthplace of Air Traffic Control and the establishment of Britain's first national airline, Imperial Airways. Imperial Airways operated commercial long-range flights between 1924 and 1939, serving the British Empire routes to South Africa, India, Australia, and the Far East, including Malaya and Hong Kong.

Our location at Croydon Airport played a significant role in the aviation industry's development. It was home to the world's first integrated airport terminal and introduced two new types of specialised airport technical buildings: the Airport Terminal and the Air Traffic Control Tower. These buildings are now instantly recognizable features of all modern airports today.

We take pride in being a part of such a rich aviation history and calling Croydon Airport our home. We hope you can appreciate the significance of our location and the role it played in shaping the aviation industry.



THANK YOU

We wanted to take a moment to thank you for reading through our newsletter. We know your time is valuable, so we appreciate your attention.

At Redwood Collections, we don't mess around when it comes to providing our clients with top-notch debt collection services, and we're always looking for ways to improve and exceed your expectations.

So, if you have any thoughts or feedback on how we can make our clients lives easier, we're all ears! The team are here to ensure you get back what's rightfully yours, whilst making the experience seamless and stress free.

Thanks again for taking the time to read, until next time.

The Redwood Collections Team

