

Industry: Asian Manufacturer of Children's Toys and Games
 Solution: RMS Third Party Collections and Attorney Services
 Results: Claim Fully Collected/Resolved Within 10 Months of Placement

Summary

This Taiwan-based manufacturer approached RMS Hong Kong for assistance in collecting a large unpaid debt from a company located in the United States. The customer's internal accounts payable team had repeatedly attempted to collect on this debt over a seven month period with no response or success. The seasonal nature of this manufacturer's business, combined with the large amount owed by the debtor (10% of the company's annual revenue), had now escalated the need for a resolution to the company's senior management.

Customer Profile



With an annual revenue of \$5M USD, this Chinese manufacturer of toys and games had a solid export business to markets throughout Europe and North America. However their sales to small, select groups of importers with generally open terms and large balance credit transactions, put their financial stability at significant risk in the event of non-payments.



RMS Solution

RMS Hong Kong, in conjunction with RMS offices in the United States, immediately organized all the pertinent information and set in motion collection activities, slowly escalating the urgency for payment over a 3 month time period.

- **DebtAlert® Collection Letters:** A series of 3 letters that increase the demand for payment
- **Third Party Collection Services:** Phone calls made under the RMS name to the debtor by professional, trained collectors
- **Attorney Services:** An escalating process of letters and phone calls made from a lawyer's office explaining the legal repercussions that they are liable to face for non-payment

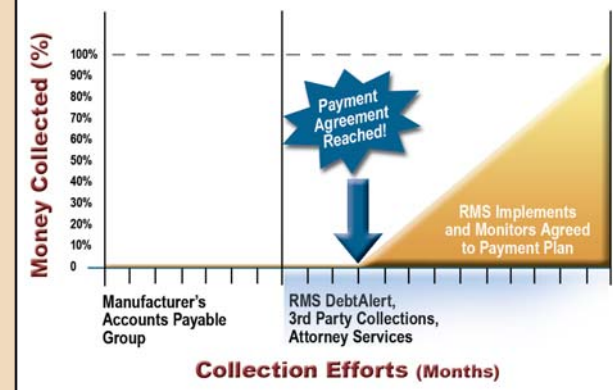
Results

RMS' use of an escalating and carefully orchestrated collections plan successfully resulted in the debtor's agreement to repay their debt in full!

- Debtor responded within 3 months
- RMS negotiated a mutually agreeable payment plan
- Plan was to complete payments within 7 months, with the entire process to be overseen and monitored by RMS
- **100% (+\$500k) of the outstanding funds were collected**



Debt Payment Analysis



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