



## Merry Christmas and a gigantic “Thank You”....

...to all of our clients. 2004 has been a busy and progressive year for Incasso, with the focus very much on delivering the best recovery rates to you, our consultancy service and new database.



This year saw the launch of our new consultancy service – a way for Incasso to help your business work at it’s optimum level. We have also introduced our extranet service for existing clients (see page 2 for further information), allowing you to keep a constant eye on the progress of any live accounts at any time of the day. The feedback received on this new service is already highly complimentary, with many clients recognising the benefits that it has brought to their business.

2004 also saw Incasso unveil our new office in Birmingham. Headed up by Neil Jinks and Jason Morris, the office is showing high rates of success in the Midlands region, and is a sign of the continued growth of Incasso.

Internal restructure has been a major focus too, with the promotion of Rob Young to Support Services Manager, Jessica Peacock to Marketing Executive, the amalgamation of Team Young and Team Fox, and the appointment of six new fee-earners.

It has been an exciting and busy year for all of us at Incasso, with new faces to welcome and new services to develop, and we hope that 2005 proves to be just as prosperous and exhilarating.

**We wish all of our clients a very merry Christmas and best wishes for 2005.**

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# In sight of the top spot!

Incasso have been ranked the number two debt recovery team in the North-West for the second year running, by the Chambers and Partners Tables 2004/05.

Our ranking is up amongst competition from large, multi-national firms, and whilst we will continue to strive for the top spot, we are very proud of our inclusion, and to be held in this regard by Chambers;

**“The group has successfully combined the focus of a specialist unit with the nationwide resources and litigation departments of respected commercial firm, Cobbetts. Clients were impressed with the *“personal level of service”* they received, and the unit’s *“ability to adapt its methods to our needs, and to deal with any complex issues that might arise.”*”**

Ron Lack, Department Manager highlighted the importance of this high ranking for Incasso;

“To receive such a ranking for a second year running is an enormous boost for everyone, especially the people at Incasso.

We believe that our commitment to invest in our staff and provide a quality service to our clients sets us apart from the rest of our sector. This ranking reaffirms that we are doing something right!”

We would like to take this opportunity to thank all our existing clients for continuing to use our services and for making recommendations to potential clients along the way. Without their support and backing we would not have achieved such a high accolade. Thank you.



## Incasso And The City

Incasso will be hosting their annual Ladies Only event at Harvey Nichols on 17<sup>th</sup> February 2005. Last year’s event was a great success, with all places booked within 48 hours! The event will be hosted in the Fourth Floor Restaurant at Harvey Nichols in Leeds, and guests will enjoy an evening packed with wine, food and entertainment provided by comedienne, Mandy Muden.

If you would like to be invited to join the fun, please email Jessica Peacock, Marketing Executive on [jpeacock@incasso.co.uk](mailto:jpeacock@incasso.co.uk).

[www.incasso.co.uk](http://www.incasso.co.uk)



# Our information at your fingertips

We realise that delivery of a high quality service to all our clients requires a commitment to a process of continual monitoring and movement.



We have worked closely with our software providers to develop an extranet facility for all our client's, allowing access to information on case progress and financial data. In practical terms this enables us to be 100% flexible in our approach to reporting and allows us to satisfy the needs of our Clients. This reporting system has been developed over the last 6 months to help us service our growing client base and provide clients with the facility to instruct us on-line.

All clients will be given access to our system via a secure extranet facility, allowing information on case progress and financial data to be accessible. Full training on the extranet facility can be given to clients, backed by a detailed user guide.

The facility also provides management information on each client's cases using various filtered searches. Our software interrogates the debt recovery database and extracts the specific data which is required.

One of the first client's to use the facility was Alliance & Leicester Commercial Finance. They have seen immediate benefits of using the facility – "We've used Incasso for the last two years and we've been particularly impressed with its latest extranet service which has allowed us to view accounts and gain immediate answers to queries".

Research has shown that some extranets are too complex to make them practical. We have taken this seriously and during the test phase, with a random sample of our clients, all confirmed that they were up and running in a short space of time.

Whether you just want occasional progress information, or a proactive work base facility, the extranet caters for everybody's needs.

For further information on our extranet service, please contact Dean Hope, Data Analyst.

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# The Incasso NVQ All Stars!



Joanne Leighton - NVQ  
in Team Leadership



Donna Banville – NVQ  
in Administration



Debbie Fox – NVQ  
In Team Leadership

Earlier this year 5 members from Incasso achieved high honours in their NVQs. Debbie Fox, Simon Frost, Joanne Leighton and Simon Armitage gained a Team Leader Qualification and Donna Banville achieved Administration Level 3.

Lesley Berner-Hope, Incasso's Training & Development Co-ordinator, said "They all worked extremely hard to achieve their NVQs, often working on their portfolios in their own time due to heavy workloads, so all credit to them. The skills and knowledge they already had have been validated by the qualification, which in turn enabled them to enhance their current job roles.



Simon Armitage – NVQ  
in Team Leadership



Simon Frost – NVQ  
In Team Leadership

They were guided through the whole process by an Assessor, who came to see them on a regular basis. Debbie was the first to complete her NVQ and achieved it in 7 months, which was outstanding!". This was a first for Incasso which proved to be very successful and we hope to offer the opportunity to other members of the team in the future.

## Win a Thornton's Hamper!

- To win a fabulous Thornton's Hamper, worth £50, just in time for Christmas. All you have to do is email your caption for the photo to [jpeacock@incasso.co.uk](mailto:jpeacock@incasso.co.uk) by 20<sup>th</sup> December 2004.
- The photo is of Mark Taylor, Business Development Manager at Incasso, getting ready for his summer holiday, clearly far too early!



If you have any questions regarding this newsletter or would like to discuss anything further please contact Jessica Peacock, on 0845 404 1630, or email [jpeacock@incasso.co.uk](mailto:jpeacock@incasso.co.uk)

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