

CORPORATE PROFILE AND METHODOLOGY



adr

Australian Debt Recoveries

5 fewer than 5% of cases have to resort to litigation.

24

number of hours each day that we are available to you.

95

in excess of 95% of ADR revenue comes from commission on recovered accounts rather than fees generated through solicitors' costs and the court process.

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INTRODUCTION AND COMPANY HISTORY

Incorporated in 2000 Anstralian Debt Recoveries Pty Ltd (ADR) is a dynamic market leader incorporating cutting-edge systems and technology, along with proven collection techniques. ADR grew to fill a market niche created from the emergence of large public companies, which swallowed up many small to medium sized agencies. While these large players promised savings based on economies of scale, it soon became evident to others in the industry, that sacrifices in quality and standards were being made in pursuit of nominally lower costs.



Phillip Babic

Phillip commenced his career in the Recovery industry in 1980 when he started with CDCS (Commercial Debt Collection Service Pty Ltd). Phillip worked his way through the ranks to become General Manager. From this position he was instrumental in successfully negotiating a merger with another company of similar size and from there, substantially grew the combined business in terms of revenue, clients and employees.

CDCS later incorporated Atlas Mercantile Pty Ltd, Compass Debt Collection Services Pty Ltd and 21 other companies to form RML (Receivables Management Limited) a publicly listed company. Phil stayed on with RML for several months in a senior position until positioned to branch out on his own. He then formed ADR and directed the company single-handed until June of 2003 when, due to the constant growth of ADR, he negotiated to take on a partner.



Julian Bosman

Julian commenced his career in the industry with Phil at CDCS in October of 1997. Julian also worked his way up from ground level to become supervisor of the Commercial Recovery unit with RML, shortly after the merger took place. Julian then diversified into the Business Services area of the company and took on the role of NSW/QLD Client Services Manager until October 2001. From there he accepted a national role in another industry giant, Collection House Limited, to become the Commercial Operations Manager. Concerned with the compromises necessary to fund the operation of such companies he began negotiations with Phil and ADR.

With a focus on Information Technology, ADR grew with Julian's pioneering innovation, developing an in house collection system and infrastructure usually synonymous only with the largest global players.



OUR METHODOLOGY AND APPROACH

Collection Procedures

As different industries necessitate specific solutions in the customer / client relationship, ADR tailors its collection strategy for each client. Generically though, we aim to resolve matters through mediation unless specifically instructed by you, our client. While many of our competitors adopt the low-cost approach of bulk-sending letters in the hope of generating an easy commission, ADR's operators work diligently through a robust, phone-based process, motivating debtors toward a resolution and enforcing the resulting agreement at every stage until the debt is cleared.

Privacy

ADR is committed to the privacy principals mandated to the debt collection industry by the Australian Competition and Consumer Commission (ACCC). We strictly adhere to all other legislation that affects collection, employment and corporate activity.

Skip Tracing

When a debtor has "skipped" and is no longer contactable, we employ a number of effective tools to locate them and get the recovery process back on track.

The agents who will be handling your debts complete CAPI licencing and extensive investigation training.

We also employ the following information services-

- ASIC and other public databases
- Mirus (Veda e-trace)
- Veda datawash
- CreditorWatch database, providing access to various forms of paid content- including land titles, bankruptcy records and directorship records

ADR also employ a network of accredited field agents and industry service providers throughout Australia, and can provide comprehensive searches of additional subscription databases as required.

Payments and disbursements

ADR will release all cleared payments in a monthly accounting cycle. More frequent remittances can be negotiated where required.

As standard practice all monies received on behalf of a client are paid directly into an ADR trust account. A dedicated trust account can be established for individual clients if warranted and justified in terms of gross receipts.

In compliance with legislation all ADR trust accounts are subject to regular audit by external auditors.

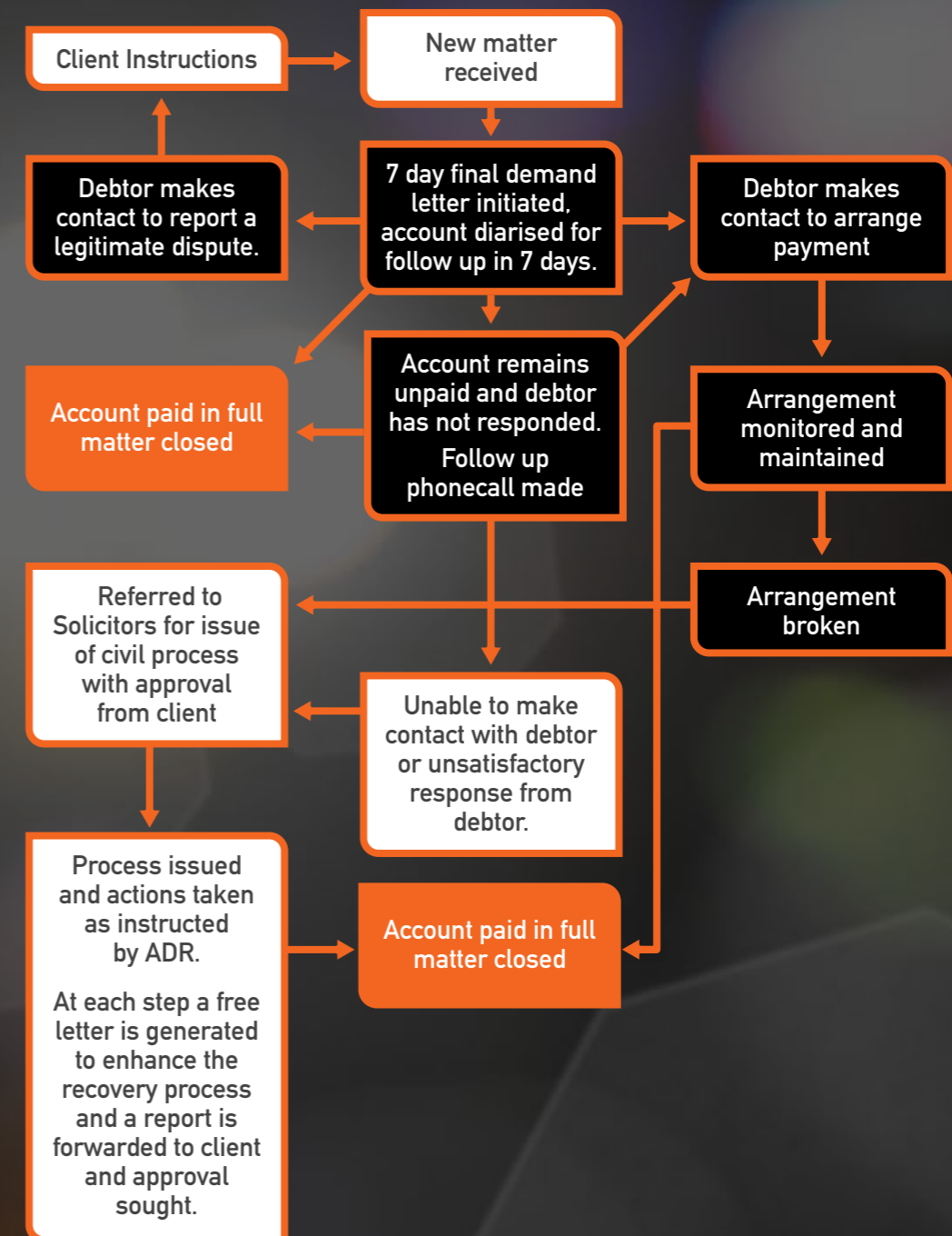
Communication and Reporting

ADR will communicate via any medium you specify. As a rule we will seek instruction and provide feedback through your designated representative and keep you informed of progress or changes in tactics. Our online portal also provides real-time, interactive access to the accounts you assign to us.

As each client's reporting requirements are unique, we work with you to determine your precise requirements at the outset, and ensure consistent accuracy and timeliness in the delivery. ADR's analytical and reporting systems support almost any form of Windows compatible software and associated file types.

Our regular monthly billing cycle will include a tax invoice detailing individual matters and subsequent charges.

ACCOUNT ACTION FLOWCHART



STRATEGIC ADVANTAGES WITH ADR

The advantages of using ADR are simple. We focus on revenue via commission on debt recovered as opposed to revenue generated from legal action and billing. "We do not charge commission unless we make a recovery"!

It is our experience that many companies adopt the policy of sending one letter then issuing legal process. The effect is large bills generated to their clients without accountability for the results.

Debt Collection is labour intensive, nuanced and detailed. We believe clients want accountability at top level, not just account juniors controlling enormous ledgers and following robotic processes. Account managers at ADR deliver premium returns by adhering to client instructions, use of the latest technology and databases and applying their years of collection wisdom through plain hard work.

ADR's expert principals have hands-on involvement in all of your matters. They take a personal interest in the satisfaction of all our clients and the ongoing relationship. We will take the time to understand your objectives.

We also provide:

- Prompt disbursement of funds
- Tailoring of our collection process
- Proven effective results and full insurance and commercial compliance

OUR MAJOR CLIENT LISTING



Vodafone Hutchison Australia
 Optus (Subsidiaries of)
 TPG Telecoms
 David Jones Limited
 Macquarie Bank Limited

Harris Scarfe
 Virgin Mobile
 Southern Radiology
 Kawasaki Motors Finance
 Xynw\L xunpn |)

NSW Department of Fisheries And more...

NSW Department of Primary Industry
 Southern Phone Company Ltd
 Yamaha Motors Finance
 NSW Department of Industry and Investment

40

collective number of years experience in the debt collection industry.

5

average number of seconds till we answer your call.

OTHER IMPORTANT COMPANY INFORMATION

COMMERCIAL COMPLIANCE

Insurance

ADR have comprehensive insurance coverage for all aspects of our operations including:

- Public liability insurance
- Professional Indemnity insurance
- Workers compensation cover
- General business insurance

Licensing

ADR is a fully licensed Commercial Agent as are all of our key staff.

TECHNOLOGY

ADR is committed to using the most advanced information management systems to assist the performance of our dedicated and experienced account management staff.

CONTACT DETAILS

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Call us now on: 1300 767 721 or visit: www.ausdebt.com.au

2000

the year we were established.

SO NOW ASK YOURSELF...



We believe these are the Questions any credit manager should be asking their current service provider:

Am I getting the best returns possible?

Do I have a dedicated account manager?

Do I have confidence in my current provider?

How is it determined that legal action is in fact necessary?

What checks are in place to reduce client's loss in taking action against failed debtors?

What contact is made to determine the position of the debtor entity?

Does my account manager have the experience and knowledge to effectively navigate my company through this procedure?

How accountable is my account manager?

Does my account manager understand what my company wishes to achieve by using their services?

How effective is my account manager in recovering costs?

TO HEAR HOW WE CAN SERVE
YOUR DEBT RECOVERY NEEDS...

**CALL US ON
1300 767 721**



Australian Debt Recoveries

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