



Osprey Approach: Debt Recovery – Instalments Workflow

This help guide was last updated on
Jun 29th, 2023

The latest version is always online at
<https://support.ospreyapproach.com/?p=22252>



INSTALMENTS OFFERED

Instalments offered

Please Select

Please Select

Yes - Pre-action

Yes - Post action

No

Instalment Period

Please Select

Please Select

Weekly

Fortnightly

Monthly

Other

Instalment Amount £

0.00

Date first instalment due

Select a date

Post Dated Cheques?

Please Select

Please Select

Yes

No

☒ Submit

☐ Cancel

DEBT DETAILS FW_DR

Original debt

0.00

Payment terms: other details

Fixed costs

0.00

Compensation - s5A LPCD(l)A

0.00

Court fee

0.00

Statutory Interest (sum to date)

0.00

Statutory Interest (Daily rate)

0.00

Admin Fee (if appropriate)

0.00

Total debt (Pre-Issue)

Total Debt Outstanding

Please check figures carefully so Total Debt Outstanding is accurately calculated. If the figures above are changed, Total Debt Outstanding will be updated on the next screen.



Submit

Cancel

TOTAL DEBT OUTSTANDING FW_DR

Total Debt Outstanding



Submit

Cancel

INSTALMENTS RESPONSE

Instalments offered

Please Select

Please Select

Yes - Pre-action

Yes - Post action

No

Agree instalments?

Please Select

Please Select

Yes

No

Instalment Period

Please Select

Please Select

Weekly

Fortnightly

Monthly

Other

Date first instalment due

Select a date

Post Dated Cheques?

Please Select

Please Select

Yes

No

Instalment Amount £

0.00

Instalment Status

Please Select

Please Select

Paid up to date

Overdue

 Submit

Cancel

For use to manage instalments – keydates will generate on a weekly/fortnightly/monthly basis as appropriate and task will remain unticked until field “Final Instalment Paid” has been completed with “yes”.

If an Instalment becomes overdue, the user will be directed to the INSTALMENTS OVERDUE task.

INSTALMENTS RESPONSE

Instalments offered

Please Select

Please Select

Yes - Pre-action

Yes - Post action

No

Agree instalments?

Please Select

Please Select

Yes

No

Instalment Period

Please Select

Please Select

Weekly

Fortnightly

Monthly

Other

Date first instalment due

Select a date

Post Dated Cheques?

Please Select

Please Select

Yes

No

Instalment Amount £

0.00

Instalment Status

Please Select

Please Select

Paid up to date

Overdue

 Submit

Cancel

Tick Task - Criteria – if Final Instalment Paid = Yes

INSTALMENTS OVERDUE

Instalments offered

Please Select

Please Select

Yes - Pre-action

Yes - Post action

No

Agree instalments?

Please Select

Please Select

Yes

No

Instalment Period

Please Select

Please Select

Weekly

Fortnightly

Monthly

Other

Instalment Amount £

0.00

Date first instalment due

Select a date

Post Dated Cheques?

Please Select

Please Select

Yes

No

Instalment Status

Please Select

Please Select

Paid up to date

Overdue

Chase overdue instalment?

Please Select

Please Select

Yes

No

INSTALMENTS OVERDUE

Instalments offered

Please Select

Please Select

Yes - Pre-action

Yes - Post action

No

Agree instalments?

Please Select

Please Select

Yes

No

Instalment Period

Please Select

Please Select

Weekly

Fortnightly

Monthly

Other

Instalment Amount £

0.00

Date first instalment due

Select a date

Post Dated Cheques?

Please Select

Please Select

Yes

No

Instalment Status

Please Select

Please Select

Paid up to date

Overdue

Chase overdue instalment?

Please Select

Please Select

Yes

No

CHEQUE DISHONoured

Proceedings Issued?

Please Select

Please Select

Yes

No

Cheque Cleared?

Please Select

Please Select

Yes

No - Delayed

No - Dishonoured

Dishonoured Cheque Date

Select a date

Dishonoured Cheque No

Dishonoured Cheque Amount

0.00

Chase dishonoured cheque?

Please Select

Please Select

Yes

No


☒ Submit

Cancel

Linked to Task CHEQUE DISHONoured – CLIENT INSTRUCTIONS

CHEQUE DISHONOURED

Proceedings Issued?


Please Select 

Please Select

Yes

No

Cheque Cleared?

Please Select 

Please Select

Yes

No - Delayed

No - Dishonoured

Dishonoured Cheque Date


Select a date 

Dishonoured Cheque No

Dishonoured Cheque Amount

0.00

Chase dishonoured cheque?

Please Select 

Please Select

Yes

No

 Submit

Cancel

INSTALMENTS RESPONSE

Instalments offered

Please Select

Please Select

Yes - Pre-action

Yes - Post action

No

Agree instalments?

Please Select

Please Select

Yes

No

Instalment Period

Please Select

Please Select

Weekly

Fortnightly

Monthly

Other

Date first instalment due

Select a date

Post Dated Cheques?

Please Select

Please Select

Yes

No

Instalment Amount £

0.00

Instalment Status

Please Select

Please Select

Paid up to date

Overdue

 Submit

Cancel

DEBT DETAILS FW_DR

Original debt

0.00

Payment terms: other details

Fixed costs

0.00

Compensation - s5A LPCD(l)A

0.00

Court fee

0.00

Statutory Interest (sum to date)

0.00

Statutory Interest (Daily rate)

0.00

Admin Fee (if appropriate)

0.00

Total debt (Pre-Issue)

Total Debt Outstanding

Please check figures carefully so Total Debt Outstanding is accurately calculated. If the figures above are changed, Total Debt Outstanding will be updated on the next screen.



Submit

Cancel

TOTAL DEBT OUTSTANDING FW_DR

Total Debt Outstanding



Submit

Cancel

ALLOCATE A CUSTOM QUESTIONNAIRE

CLOSE FILE FW_DR

Debt discharged?

Please Select

Please Select

Yes

No

Total Payment Cleared?

Please Select

Please Select

Yes

No

Close file?

Please Select

Please Select

Yes

No

 Submit

Cancel

Client confirm payment received



Our Ref: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD
client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ SET LETTER{ DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ *
MERGEFORMAT }

{ IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "{ MERGEFIELD LINKNAME_SURNAME_1 }"
"{ MERGEFIELD LINKNAME_TITLE_1 } { MERGEFIELD LINKNAME_INITIALS_1 } {
MERGEFIELD LINKNAME_SURNAME_1 }"
{ MERGEFIELD CALCULATION_ADDRESS }

Dear { IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "Sirs" "{ MERGEFIELD
LINKNAME_TITLE_1 } { MERGEFIELD LINKNAME_SURNAME_1 }" }

Re: { MERGEFIELD MATTER MATTER DESCRIPTION }

We are pleased to confirm we have now received from the Debtor payment in the sum of {
MERGEFIELD FW_DEBT_DETS_FW_SUM_PAID \# "£,##.00;(£,##.00)"} in discharge of the
debt.

We will confirm to you when this payment has cleared.

Yours { IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "faithfully" "sincerely" }

{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }

Debtor Acknowledge Paymt of

Final Instalment



Our Ref: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD
client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ SET LETTER{ DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ *
MERGEFORMAT }

{ IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_TITLE } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_INT } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_SURN }" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_CO_NM }" }
{ MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_TR_ADD }

Dear { IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_TITLE } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_SURN }" "Sirs" }

Re: { MERGEFIELD MATTER MATTER_DESCRIPTION }

Thank you for your payment in the sum of { MERGEFIELD FW_DEBT_DETS_FW_SUM_PAID
\# "£,##.00;(£,##.00)" } receipt of which we hereby acknowledge.

We confirm that, subject to clearance, this will discharge your debt to our client.

Yours { IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "sincerely"
"faithfully" }

{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }

Debtor Dishonoured Cheque

Our Ref: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD
client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ SET LETTER{ DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ *
MERGEFORMAT }

{ IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_TITLE } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_INT } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_SURN }" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_CO_NM }" }
{ MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_TR_ADD }

Dear { IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_TITLE } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_SURN }" "Sirs" }

Re: { MERGEFIELD MATTER_MATTER_DESCRIPTION }

We hereby give you notice under Section 49 of the Bills of Exchange Act 1882 that your cheque, as detailed below, has been refused by your bank.

Cheque dated	{ MERGEFIELD FW_DBTR_RESP_FW_DIS_CHQ_DT }
Cheque number	{ MERGEFIELD FW_DBTR_RESP_FW_DIS_CHQ_NO }
Amount	{ MERGEFIELD FW_DBTR_RESP_FW_DIS_CHQ_AMT \# "£,##.00;(£,##.00)" }

Interest is payable pursuant to the Supreme Court Act 1981 Section 35a at a rate of 8% per annum or at such rate as specified in the Bills of Exchange Act 1882 Section 57.

If payment of the above amount is not received within 7 days, made payable to { MERGEFIELD "PRACTICEINFO_PRACTICE_NAME" }, our client reserves the right to issue proceedings against you without further notice.

Yours { IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "sincerely"
"faithfully" }

{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }

Client Request Inst. Re. Overdue

Instalments



Our Ref: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD
client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ SET LETTER{ DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ *
MERGEFORMAT }

{ IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "{ MERGEFIELD LINKNAME_SURNAME_1 }"
"{ MERGEFIELD LINKNAME_TITLE_1 } { MERGEFIELD LINKNAME_INITIALS_1 } {
MERGEFIELD LINKNAME_SURNAME_1 }"
{ MERGEFIELD CALCULATION_ADDRESS }

Dear { IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "Sirs" "{ MERGEFIELD
LINKNAME_TITLE_1 } { MERGEFIELD LINKNAME_SURNAME_1 }" }

Re: { MERGEFIELD MATTER MATTER DESCRIPTION }

We write to advise that the latest instalment due from the Debtor is overdue.

We have written to the Debtor warning that if payment of the sum due is not made within 7 days, further action will be taken. As the arrangement for instalments was made { IF { MERGEFIELD FW_DBTR_RESP_FW_INS_OFFERED } = "Yes, Pre-Action" "further to an offer from the Debtor, the action open to you now would be to issue proceedings against the Debtor, to recover the sum outstanding." "after the issue of proceedings, the action open to you would be to proceed to judgment." }

Please confirm how you would wish us to proceed, should the debtor fail to respond in the time limit provided.

Yours { IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "faithfully" "sincerely" }

**{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }**

Client Request Inst. re.

Dishonoured Cheque



Our Ref: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD
client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ SET LETTER{ DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ *
MERGEFORMAT }

{ IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "{ MERGEFIELD LINKNAME_SURNAME_1 }"
"{ MERGEFIELD LINKNAME_TITLE_1 } { MERGEFIELD LINKNAME_INITIALS_1 } {
MERGEFIELD LINKNAME_SURNAME_1 }"
{ MERGEFIELD CALCULATION_ADDRESS }

Dear { IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "Sirs" "{ MERGEFIELD
LINKNAME_TITLE_1 } { MERGEFIELD LINKNAME_SURNAME_1 }" }

Re: { MERGEFIELD MATTER MATTER_DESCRIPTION }

We write to advise that the latest cheque received from the Debtor has been dishonoured.

We have written to the Debtor warning that if payment in full of the sum due is not made within 7 days, further action will be taken.

Should the Debtor fail to make such payment, { IF { MERGEFIELD
FW_CLI_INSTR_FW_ISSUE } = "Yes" "the action open to you would be to proceed to
judgment/enforcement." "the action open to you now would be to issue proceedings against the
Debtor, to recover the sum outstanding." }

Please confirm how you would wish us to proceed, should the Debtor fail to respond in the time limit provided.

Yours { IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "faithfully" "sincerely" }

**{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }**

Debtor Instalment Overdue



Our Ref: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD
client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ SET LETTER{ DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ *
MERGEFORMAT }

{ IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_TITLE } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_INT } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_SURN }" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_CO_NM }" }
{ MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_TR_ADD }

Dear { IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_TITLE } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_SURN }" "Sirs" }

Re: { MERGEFIELD MATTER MATTER_DESCRIPTION }

Our records show that your instalment payment is overdue.

Unless your arrears of { MERGEFIELD FW_PYMT_DETS_FW_INST_AMT \#
"£,##.00;(£,##.00)" } are paid within the next 7 days we shall take further action to pursue our
client's claim.

We look forward to hearing from you by return.

Yours { IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "sincerely"
"faithfully" }

{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }

Debtor Instalment Rejection



Our Ref: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD
client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ SET LETTER{ DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ *
MERGEFORMAT }

{ IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_TITLE } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_INT } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_SURN }" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_CO_NM }" }
{ MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_TR_ADD }

Dear { IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_TITLE } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_SURN }" "Sirs" }

Re: { MERGEFIELD MATTER MATTER DESCRIPTION }

Our records show that your instalment payment is overdue.

We write further to your letter dated { ASK datelet "Enter the date of the debtor's last letter" }{ref
datelet}, upon which we have taken our client's instructions.

Our client is not prepared to accept payment by way of instalments, and we are instructed to
require payment of the total sum due, { MERGEFIELD fssm_FW_OS_BAL_DUE \#
"£,##.00;(£,##.00)"}, within 7 days. Should payment not be received within this time we will take
further action to pursue our client's claim.

We look forward to hearing from you by return.

Yours { IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "sincerely"
"faithfully" }

{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }

Debtor Instalment Acceptance



Our Ref: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD
client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ SET LETTER{ DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ *
MERGEFORMAT }

{ IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_TITLE } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_INT } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_SURN }" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_CO_NM }" }
{ MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_TR_ADD }

Dear { IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "{ MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_TITLE } { MERGEFIELD
FW_DEBTOR_DETS_FW_DEBT_SURN }" "Sirs" }

Re: { MERGEFIELD MATTER MATTER DESCRIPTION }

We write to confirm that your offer of instalments has been accepted by our client.

Date	Amount	Balance

If you would prefer to make payments direct to our bank account, our details are as follows:-

Account Name:
Address:
Sort Code:
Account No:

**Quoting reference: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD client_no
}/{ MERGEFIELD matter_no }**

Alternatively, please make your cheque payable to { MERGEFIELD "PRACTICEINFO_PRACTICE_NAME" } and send it to the address shown above.

Should any payment not be received by the due date or fail to clear on presentation, we reserve the right to proceed with further actions without reference to you.

We trust this will not prove necessary and look forward to receipt of the payments as shown.

Yours { IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_CO_NM }= "" "sincerely"
"faithfully" }

{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }

Client Request Inst. on Instalment

Offer



Our Ref: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD
client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ SET LETTER{ DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ *
MERGEFORMAT }

{ IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "{ MERGEFIELD LINKNAME_SURNAME_1 }"
"{ MERGEFIELD LINKNAME_TITLE_1 } { MERGEFIELD LINKNAME_INITIALS_1 } {
MERGEFIELD LINKNAME_SURNAME_1 }" }
{ MERGEFIELD CALCULATION_ADDRESS }

Dear { IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "Sirs" "{ MERGEFIELD
LINKNAME_TITLE_1 } { MERGEFIELD LINKNAME_SURNAME_1 }" }

Re: { MERGEFIELD MATTER_MATTER_DESCRIPTION }

I write to advise that I have now heard from the debtor, in response to the { IF { MERGEFIELD
FW_DBTR_RESP_FW_INS_OFFERED } = "pre-action" "Letter Before Action" "Particulars of
Claim " }.

The debtor has made an offer to pay the debt owed by way of instalments, at a rate of {
MERGEFIELD FW_PYMT_DETS_FW_INST_AMT \# "£,##.00;(£,##.00)"} every { IF {
MERGEFIELD FW_PYMT_DETS_FW_INST_PERIOD } = "Weekly" "week." "" }{ IF {
MERGEFIELD FW_PYMT_DETS_FW_INST_PERIOD } = "Monthly" "month." "" }{ IF {
MERGEFIELD FW_PYMT_DETS_FW_INST_PERIOD } = "Other" "*specify details of Debtor's
offer.*" "" }

Kindly consider this offer and let us know if you would wish to accept it.

We look forward to hearing from you.

Yours { IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "faithfully" "sincerely" }

{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }

Client confirm file to be closed



Our Ref: { MERGEFIELD MATTER_FEE_EARNER_ID }/{ MERGEFIELD
client_no }/{ MERGEFIELD matter_no }

Your Ref:

{ SET LETTER{ DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ *
MERGEFORMAT }

{ IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "{ MERGEFIELD LINKNAME_SURNAME_1 }" "{
MERGEFIELD LINKNAME_TITLE_1 } { MERGEFIELD LINKNAME_INITIALS_1 } { MERGEFIELD
LINKNAME_SURNAME_1 }" }
{ MERGEFIELD CALCULATION_ADDRESS }

Dear { IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "Sirs" "{ MERGEFIELD LINKNAME_TITLE_1 } {
MERGEFIELD LINKNAME_SURNAME_1 }" }

Re: { MERGEFIELD MATTER_MATTER_DESCRIPTION }

We are pleased to advise that the Debtor's payment has now cleared, and we will shortly be closing our file.

We would like to take this opportunity to thank you for your kind instructions in this matter and if we can be of any further assistance to you in the future please do not hesitate to contact us.

Yours { IF { MERGEFIELD LINKNAME_TITLE_1 }= "" "faithfully" "sincerely" }

{ MERGEFIELD CALCULATION_FEE_EARNER_DESCRIPTION }
{ MERGEFIELD PRACTICEINFO_PRACTICE_NAME*UPPER }