Osprey Approach: Debt Recovery Part-Payment Workflow

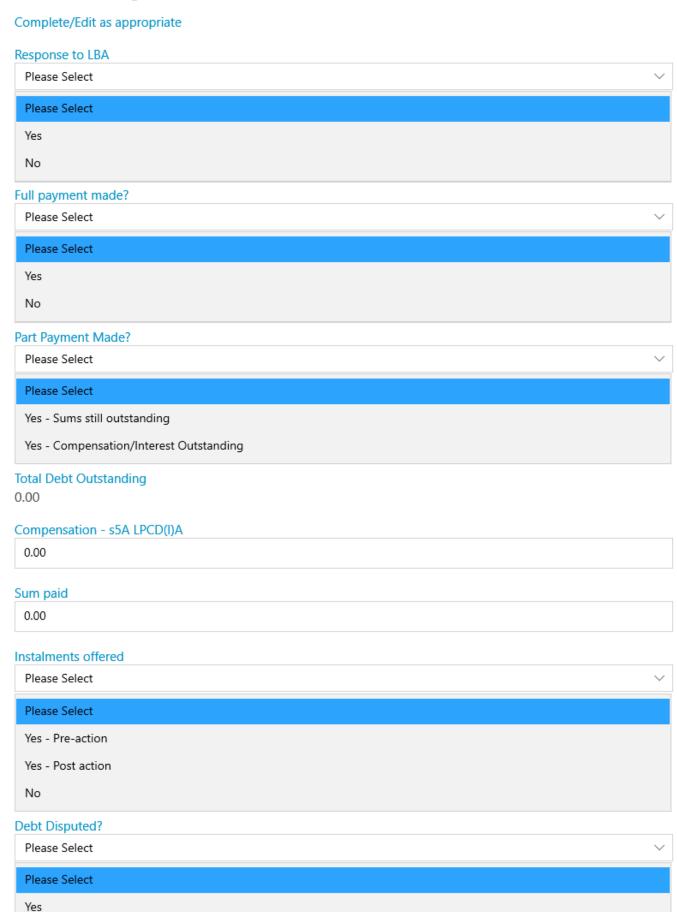
This help guide was last updated on lun 30th, 2023

The latest version is always online at https://support.ospreyapproach.com/?p=22161

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LBA RESPONSE 2 FW_DR



✓ Submit Cancel

Nο

DEBT DETAILS FW_DR
Original debt
0.00
Payment terms: other details
Fixed costs
0.00
Compensation - s5A LPCD(I)A
0.00
Court fee
0.00
Statutony Interest (sum to data)
Statutory Interest (sum to date) 0.00
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
ALLOCATE A CUSTOM QUESTIONNAIRE
TOTAL DEBT OUTSTANDING FW_DR
Total Debt Outstanding

Total Debt Outstanding



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Payment terms: other details
Fixed costs
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Compensation - s5A LPCD(I)A
0.00
Court fee
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Statutony Interest (sum to data)
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TOTAL DEBT OUTSTANDING FW_DR
Total Debt Outstanding

Total Debt Outstanding



PART-PAYMENT INSTRUCTIONS 1 FW_DR

Complete/Edit as appropriate

Part Payment Made?

Please Select

Please Select

Yes - Sums still outstanding

Yes - Compensation/Interest Outstanding

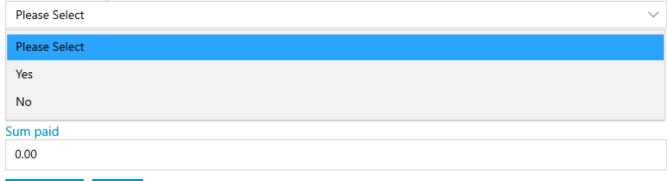
Total Debt Outstanding

0.00

Compensation - s5A LPCD(I)A

0.00

Chase outstanding sums?



✓ Submit

Cancel

PART-PAYMENT INSTRUCTIONS 2 FW_DR

Total Payment Cleared?

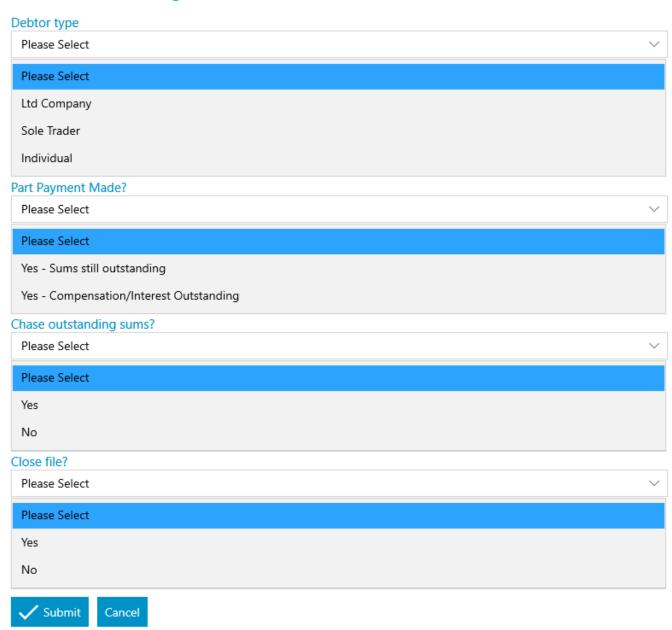


DEBT DETAILS FW_DR
Original debt
0.00
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Compensation - s5A LPCD(I)A
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Court fee
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Statutory Interest (Daily rate)
0.00
Admin Fee (if appropriate)
0.00
Total debt (Pre-Issue)
Total Debt Outstanding
Please check figures carefully so Total Debt Outstanding is accurately calculated. If the figures above are changed,
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✓ Submit Cancel
ALLOCATE A CUSTOM QUESTIONNAIRE
TOTAL DEBT OUTSTANDING FW_DR
Total Debt Outstanding

Total Debt Outstanding



PART-PAYMENT - CHASE FW_DR



PAID IN FULL? FW_DR



Please Select

Yes

No

Sum paid

0.00

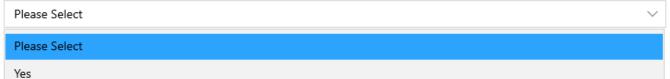


Cancel

ALLOCATE A CUSTOM QUESTIONNAIRE

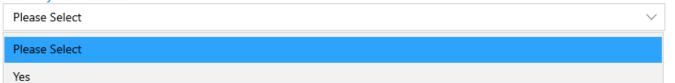
CLOSE FILE FW_DR

Debt discharged?



No

Total Payment Cleared?



No

Close file?



Yes

No



Cancel

PART-PAYMENT INSTRUCTIONS 2 FW_DR

Total Payment Cleared?



Client request inst. after

part-payment chase



www.demoospreyapproach.com enquiries@pracctice.com Suite 1, Falstaff House Malvern WR14 1JJ

T: 0330 060 4940

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 }

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

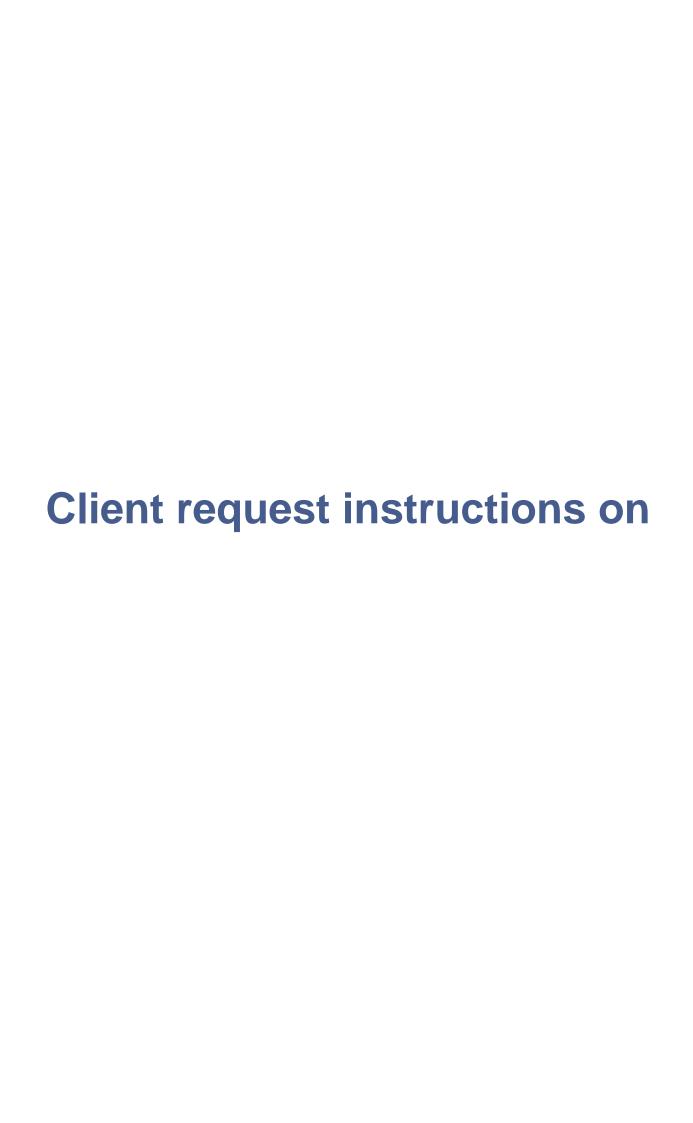
Re: { MERGEFIELD MATTER_MATTER_DESCRIPTION }

Further to previous correspondence, we write to advise that we have received no response to our letter to the debtor requiring payment of the sums outstanding on your debt.

Please provide your instructions as to whether you wish us to pursue the debtor further for the outstanding sums, in which case we will issue proceedings, or alternatively, whether you wish us to close our file.

We look forward to hearing from you.

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



part-payment



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

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

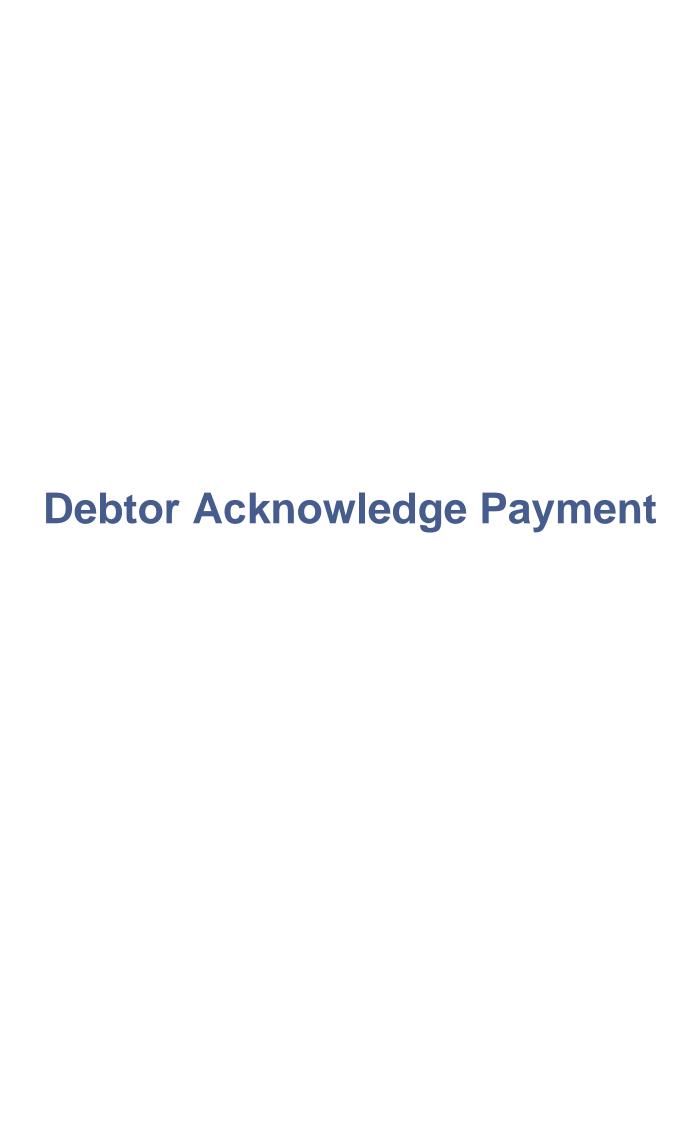
Re: { MERGEFIELD MATTER_MATTER_DESCRIPTION }

We can now advise that the debtor has responded to our Letter Before Action by making a payment in the sum of { MERGEFIELD FW_DEBT_DETS_FW_SUM_PAID \# "£,##.00;(£,##.00)"}.

Please provide your instructions as to whether you are prepared to accept this sum in discharge of your debt, or whether you wish us to pursue the debtor for outstanding sums, including applicable interest and compensation.

We look forward to hearing from you.

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





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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" }

Debtor late payment or

part-payment



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client_no }/{ MERGEFIELD matter_no }

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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 acknowledge receipt of your payment in the sum of £{ MERGEFIELD FW_DEBT_DETS_FW_SUM_PAID }. { IF { MERGEFIELD FW_DBTR_RESP_FW_PART_PAY } = "Yes - Sums still outstanding" "

As you will be aware, there remains outstanding a balance of { MERGEFIELD fssm_FW_OS_BAL_DUE \# "£,##.00;(£,##.00)"} which our client has instructed us to require from you." "{ IF { MERGEFIELD FW_DEBTOR_DETS_FW_DEBT_TYPE } <> "Individual" "

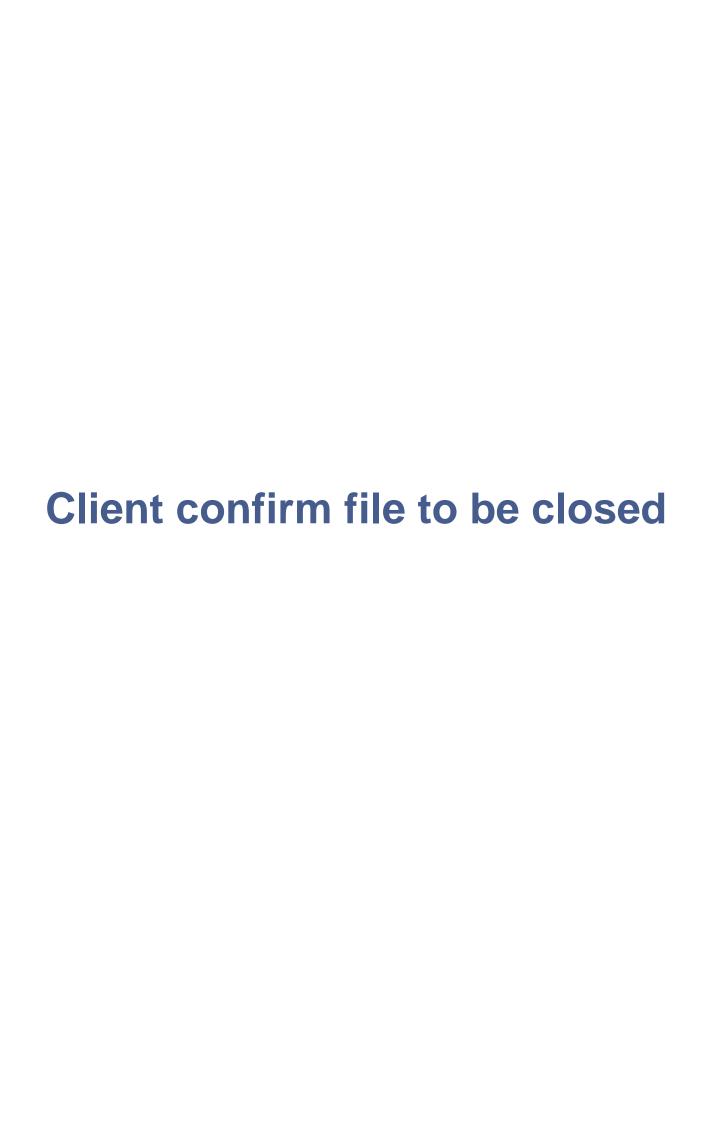
However, as this debt was overdue for payment, pursuant to the Late Payment of Commercial Debts (Interest) Act 1998, you are obliged to pay our client fixed debt recovery costs in the sum of { MERGEFIELD FW_DEBT_DETS_FW_COMP_LPCD \# "£,##.00;(£,##.00)"}, { IF { MERGEFIELD FW_DEBT_DETS_FW_ADMIN_FEE } <> 0.00 "administration fee in the sum of { MERGEFIELD FW_DEBT_DETS_FW_ADMIN_FEE \# "£,##.00;(£,##.00)"}," "" } and statutory interest in the sum of { MERGEFIELD FW_DEBT_DETS_FW_STAT_INT \# "£,##.00;(£,##.00)"}, making a total due of { MERGEFIELD fssm_FW_OS_BAL_DUE \# "£,##.00;(£,##.00)"}." "" }" }

The action will be discontinued upon payment of the above sum to be received at our offices within the next 7 days, payable to { MERGEFIELD "PRACTICEINFO_PRACTICE_NAME" }.

Should we fail to hear from you as requested, we shall take further steps to recover this sum.

We look forward to hearing from you by return.

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





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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" }