# Osprey Approach: Debt Recovery - Part-Payment Workflow

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## LBA RESPONSE 2 FW_DR

Complete/Edit as appropriate

Response to LBA

| Please Select | ⌄ |
|---|---|

| Please Select |
|---|
| Yes |
| No |

Full payment made?

| Please Select | ⌄ |
|---|---|

| Please Select |
|---|
| Yes |
| No |

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 |
|---|

Sum paid

| 0.00 |
|---|

Instalments offered

| Please Select | ⌄ |
|---|---|

| Please Select |
|---|
| Yes - Pre-action |
| Yes - Post action |
| No |

Debt Disputed?

| 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(I)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

## 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

### 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

## 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?

| Please Select | ⌄ |
|---|---|

| Please Select |
|---|
| Yes |
| No |

Sum paid

| 0.00 |
|---|

✓ Submit    Cancel

## PART-PAYMENT INSTRUCTIONS 2 FW_DR

Total Payment Cleared?

Please Select ⌄

Please Select

Yes

No

Close file?

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(I)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

## PART-PAYMENT – CHASE FW_DR

Debtor type

| Please Select | ⌄ |
|---|---|

| Please Select |
|---|
| Ltd Company |
| Sole Trader |
| Individual |

Part Payment Made?

| Please Select | ⌄ |
|---|---|

| Please Select |
|---|
| Yes - Sums still outstanding |
| Yes - Compensation/Interest Outstanding |

Chase outstanding sums?

| Please Select | ⌄ |
|---|---|

| Please Select |
|---|
| Yes |
| No |

Close file?

| Please Select | ⌄ |
|---|---|

| Please Select |
|---|
| Yes |
| No |

✓ Submit    Cancel

## PAID IN FULL? FW_DR

Full payment made?

| Please Select | ⌄ |
|---|---|

| Please Select |
|---|
| Yes |
| No |

Sum paid

| 0.00 |
|---|

✓ Submit    Cancel

## 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

## PART-PAYMENT INSTRUCTIONS 2 FW_DR

Total Payment Cleared?

| Please Select | ⌄ |
|---|---|

| Please Select |
|---|
| Yes |
| No |

Close file?

| Please Select | ⌄ |
|---|---|

| Please Select |
|---|
| Yes |
| No |

✓ Submit    Cancel

**Client request inst. after**

# part-payment chase

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 }**

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" **}**

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

# Client request instructions on

part-payment

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 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" **}**

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

# Debtor Acknowledge Payment

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 late payment or

part-payment

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 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" **}**


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

# Client confirm file to be closed

**PRACCTICE**
SOLICITORS

www.demoospreyapproach.com
enquiries@practice.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 **}**


**{** 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 }**