



Osprey Approach: Debt Recovery – Part–Payment Workflow

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

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



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(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

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

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(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

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@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 }

{ 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 }