

Our Businesses

RECEIVABLES MANAGEMENT

National Credit Management Limited (NCML) is a provider of credit and receivables management services throughout Australia. This involves an in depth understanding of the credit lifecycle and offering a range of products and services to help clients maximise their cash flow.

Since 1990, NCML has been partnering with Australia's largest creditors within government, banking and finance, insurance, utilities and telecommunications to provide comprehensive commercial solutions, from pre-collection services to legal recovery and debt purchasing.



STRATEGIC INTENT

After a strategic review of the business by independent consultants, the business model was simplified and streamlined to position NCML better in a highly competitive market.

The business has narrowed its execution focus in order to scale Purchased Debt (where debt is purchased from the original credit issuer) and Contingent Debt (where the debt is actioned, for a fee, on behalf of the credit issuer).

The strategic review resulted in the creation of two "Centres of Excellence" and a transformation project to consolidate smaller operations to create scale and efficiencies.

In FY15 the business increased its investment in Purchased Debt Ledgers (PDL) resulting in PDL receivables growth of 62 per cent on prior year. New collections strategies have recently been implemented and the development of new targeted debt seller relationships continues. The increase in Purchased Debt coupled with an improved value proposition to debt sellers has better positioned NCML to manage reputational impact for debt sellers while ensuring customers are dealt with in a highly compliant and ethical manner.

The new framework is attracting further clients in financial services, which is helped by Thorn having the skills and experience in this sector.

In contingent debt collection, NCML continues to demonstrate a commitment to delivering leading recovery rates for its clients. Where NCML is benchmarked on panel arrangements against other providers, NCML now outperforms more consistently across a number of key relationships in banking and government sectors with leadership positions being maintained.

NCML's ongoing investment in its Quality and Compliance framework and in the refinement and development of hardship programs with recent software implementations, reporting and policy alignments further evolves this element of its operation. This framework not only reinforces a commitment to business transformation, but also builds a level of compliance that offers competitive advantage and is intended to contribute to NCML being a highly compliant and ethical leader in the debt collection industry.

STRATEGY

Consolidate

operation to create scale, necessary for competitive advantage, market positioning

Seek excellence

in execution discipline, by creating greater focus and clarity across business

Diversify

earnings and grow PDL revenues, focus on and build targeted relationships primarily across banking and finance products

OUR CUSTOMERS

TRANSURBAN

NCML was appointed following a rigorous tender process to collect outstanding tolling debt on behalf of Transurban and its tolling asset stakeholders.

"NCML impressed with a deep understanding of our needs and its impressive compliance framework which ensured our brand was in safe hands. They presented strong credentials to deliver leading recovery rates given a number of clients in this sector. I'm delighted to say NCML continue to impress and projects are well advanced to extend the relationship into the more recently acquired Queensland Motorway assets in Queensland."

Arthur Tchetchenian, National Credit Manager, Transurban



COMMONWEALTH BANK OF AUSTRALIA

NCML and CBA have partnered for a number of years in working with the bank's customers to resolve their outstanding debt obligations.

"The Bank is very mindful of who it works with in this area and we are constantly reassured by NCML's respect for the values of our brand and the lengths they go to in effecting positive outcomes. We're aware NCML has invested significantly to drive performance through a range of systems and processes to ensure a highly compliant and ethical operation is delivered on our behalf, while continuing to deliver leading recovery rates."

Craig Worsely, Senior Manager, Outsourced Relationships, CBA



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