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news and views from the credit management industry

IMFS Improved Financial Solutions



IMFS Awarded ISO9001:2008 Certification

As part of our continued adherence to compliance, we are absolutely delighted to announce that IMFS have been awarded ISO9001 :2008 accreditation. Managing Director, Denise Crossley says "Yet again we're able to prove to our partners that we provide a quality recovery service, in line with compliance!" Having tightened our processes, and streamlined our operation we are pleased all the hard work has paid off! (A copy of our certificate is available to download from our website.)



IT'S A CLOSE ONE

In October 2009, IMFS were short listed once again for a prestigious Credit Today award, but this time for Compliance Team Of The Year. Sadly, even with fantastic reviews, we were just pipped to the post. However, it was an honour to be short listed as this continues to show our dedication to compliance and legislation.

IMFS Merger & Plans for Expansion!

Well, here we are! New Year, New Challenges and a fresh start for us all. Firstly, myself and everyone here at IMFS would like to wish you all the very best for 2010, and secondly we'd like to share with you our exciting news (in case you didn't catch it in the press)!! During November 2009 IMFS became part of the Teleperformance Group!

Teleperformance are the world's leading provider of outsourced contact centre and CRM solutions. Currently operating in over 9 offices throughout the UK and 249 centres across the world, Teleperformance provide customer service and CRM, back office processing and debt collection to some of the world's leading brands.

This merger was brought together through continued understanding of client requirements. In the current market more and more organisations are moving back to outsourcing and require a "one stop shop", where all their needs can be catered for under one roof, rather than using multiple suppliers.

This joining together of two market leaders will now allow for seamless end-to-end processing and customer relationship management, continuing to allow us to strengthen our individual shares of the market place.

It's intended that during 2010, IMFS will continue to grow and develop within the offices in Leeds, further increasing its staffing levels and client base. There is no intention of changing the existing team, other than expanding it in a controlled way, and I can assure you that we'll continue to provide a first class service to all our clients. If anything, this joining together of two quality organisations will allow us to develop more opportunities with new and existing clients going forward.

Best Wishes,

Denise Crossley F.I.C.M. - Managing Director

If you would like any further information about Teleperformance, or to read the official Press Release, you can visit www.Teleperformance.co.uk



Teleperformance



It's a Pass!

Banking Code Audit

In June, with 1 week's notice, IMFS had a second visit from the Banking Code Auditors. Thankfully we passed with flying colours (as of course we knew we would!). No issues were raised at all and equally we received some great comments in the feedback. This again proves that it is possible to do things by the book, and still achieve great results. Some of the main points reported back were:

- Great atmosphere everywhere and particularly on the call centre floor
- No one was standing or walking around whilst speaking (*which they do not approve of*)
- Calls were relaxed and well controlled, giving the right signals to debtors
- Great calls, asking information that will be useful at a later date even if a payment wasn't gained
- Operationally, a well managed collection agency
- Pleased to see we have grown and managed to keep all the processes firmly in place.

on a personal note...

the sutton flyer

Sandra Sutton is IMFS's equivalent of Wonder Woman. Although most people know her as the always happy debt collector, dealing with Debt Management companies on a daily basis. We know her as the ultimate runner, always raising money for charities close to her heart such as cancer awareness charities. Sandy Says "I feel very honoured to have run the race with my dad's name on my vest. He refused to be a victim when he was diagnosed with the disease and he stayed strong and positive throughout. He has motivated me to stay strong as well and to run the BUPA Great North Run for him. The thought that I was raising awareness of prostate cancer with every step that I took was an incredibly emotional feeling for me and I'm very proud of everything that I have accomplished today." Having completed the Great North Run in one hour 37 mins, she is now gearing up for the New York Marathon later this year. All of us would like to express how proud we are of Sandy's efforts and want to wish her well in future races. *Go Sandy!*

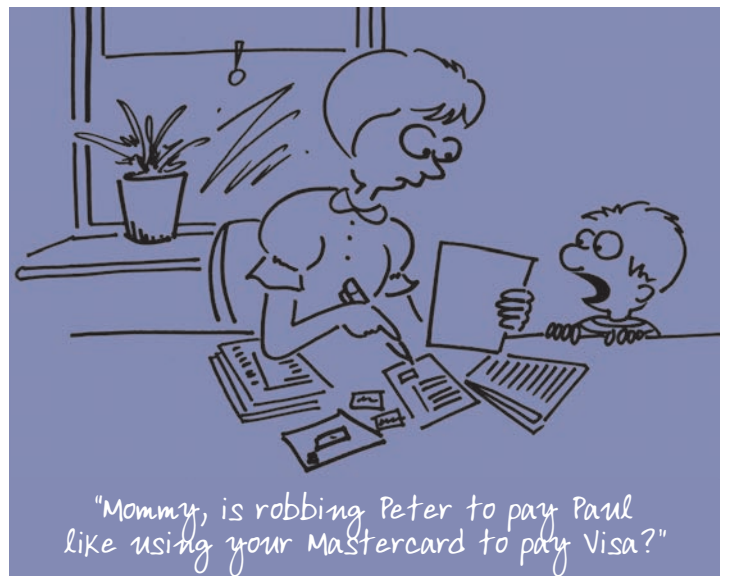


in the SPOTLIGHT

William (Bill) Schirn MICM



IMFS is pleased to announce the appointment of an addition to the Senior Management Team undertaking the role of Business Development Director. Having been in the collections industry for the last 25 years, Bill has gained extensive knowledge, managing the collection, litigation and agency teams of major high street lenders, in addition to holding the title of Country Manager for an international collection operation. Bill has also designed, created and implemented collection systems and strategies throughout his career and was also the Project Manager responsible for the creation of The First Personal Bank, being the first telephone banking operation in the UK. Everyone at IMFS would like to welcome the 'new boy' to the IMFS family, and we wish him all the very best in his new position.



If you would like to discuss any of the points mentioned here, or find out how IMFS can improve your returns call us on **0870 428 1992**

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