

Industry: Hong Kong Telecommunication Provider

Solution: RMS Third Party Collection

Results: Claim Fully Collected / Resolved Within 5 Months of Placement

Summary

This world-class telecommunication player has a leadership position in information and communication technologies in Hong Kong, Greater China and beyond. The customer rented fixed-line to another telecommunication provider in Fujian, China, however the debtor refused to pay for the rental charge of USD\$300,000. Hindered from geographical and language barriers, the customer applied for our collection service and the debt was eventually settled within 5 months.

Customer Profile

This public listed company is the largest and predominant telecommunication provider in Hong Kong by offering a full spectrum of innovative media content and services across four platforms - fixed-line, broadband Internet, TV and mobile to individual, business and the public sectors. Further, their presence had been expanded outside Hong Kong and played as a trustworthy partner with many multinational companies.



RMS Solution

RMS Hong Kong stepped in the case in June 2008 and made use of our local business knowledge in China, finally the collection process was completed in October 2008.

- **Debt Alert Collection Letters** - A series of letters was issued to increase the demand for payment.
- **Third Party Collection Services** - Our professional collectors (native Putonghua speaker) negotiated with the debtor and came up with a plan to settle the debt.
- **Attorney Services** - An escalating process of letters and phone calls made from a lawyer office explaining the legal repercussions that they are liable to face for non-payment.

Results

RMS Hong Kong did careful investigation and applied for our expertise in the case successfully resulted in the debtor agreement to repay their debt in full!

- Overcome geographical and language barriers, debtor agreed to pay within 2 months and the debt was settled within 5 months
- The entire process to be overseen and monitored by RMS in line with local business practices



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