



## EARLY DAY DEBT MANAGEMENT

**Langes Early Day Debt Management service** is now well and truly up and running.

The call centre is a success. We're managing over 600 accounts per month! It shows outsourcing to specialists can produce great results and push down costs.

### HOW LANGES CAN HELP YOU ...

- Stringent service standards – issued and applied in practice
- Incentive based fee structure – to motivate staff
- Purpose built call centre facility – a fresh and professional environment
- Service standards and contracts meet APS 231 Outsourcing prudential standards
- Cultural commitment to credit unions and retaining your members
- Call scripts to promote consistency in member contact
- Independent from other credit unions
- Regular consultation with APRA
- Harmonious work environment
- Compliance support from Langes Lawyers for all technical legal issues
- Experienced and competent management team led by Philip Harvey, GM

Talk to us, so we can talk to your members – before it gets too late.

**Call Philip Harvey on 02 8923 1600 / 0410 454 364**  
**For more information on Langes Early Day Debt Management**