

## Overview

This standard is about identifying arrears in accounts and implementing measures with the customer to put the repayments back on track. You will need to pay attention to details that are critical to your work and need to investigate the causes of the problem and to develop a clear picture about whether or not further action may be required. Throughout the process you need to be aware of the delicate aspects of relationship management so that you maintain goodwill, but do not jeopardise your organisation's position. You will also be required to make arrangements, within the limits of your authority, to implement the arrears recovery processes on behalf of your organisation. You will be involved in making agreements for revised repayment schedules. You will be involved in the identification and recovery of debt, including where customers exceed credit limits and fail to make agreed payments.

## Investigate arrears and recover debts

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### Performance criteria

You must be able to:

1. Identify and investigate problems in customer repayments for their potential impact on accounts in accordance with your organisation's procedures
2. Investigate the source of problems in accounts with customers in accordance with your organisation's procedures
3. Invite customers to provide an explanation for the problems they have in meeting the terms and conditions of accounts
4. Check written communication with customers is clear and accurate and does not prejudice your organisation's legal position in accordance with your organisation's procedures
5. Inform customers of your organisation's policy in respect of debt recovery in accordance with your organisation's procedures
6. Seek solutions for the payment of arrears that are acceptable to both your customer and your organisation in accordance with your organisation's procedures
7. Agree revised repayment schedules with customers in accordance with your organisation's procedures
8. Inform all relevant people of revised payment agreements in accordance with your organisation's procedures
9. Refer any instances of failure to make agreements which are outside your authority to appropriate people in accordance with your organisation's procedures
10. Keep accurate and complete records in accordance with your organisation's procedures
11. Identify potential risks in accordance with your organisation's procedures
12. Comply with legal requirements, industry regulations, including ethical standards organisational policies and professional codes of practice

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### Knowledge and understanding

You need to know and understand:

1. The records that you need to maintain
2. The delicate aspects of relationship management to be able to maintain goodwill, but do not jeopardise your organisation's position.
3. Your organisation's requirements for dealing with arrears and the recovery of debt
4. Your limits of your authority for dealing with arrears
5. The procedures for referring arrears which are outside your authority.
6. The terms and conditions of the accounts offered by your organisation
7. The sources of problems customers may have in maintaining agreed payments
8. How to investigate the potential impact there may be from problems in customer repayments
9. How to investigate the sources of problems with customers sensitively
10. The implications of not inviting customers to discuss their problems with accounts
11. Solutions that are available for the payment of arrears
12. The purpose of seeking solutions for the payment of arrears which are agreeable to both your customer and your organisation
13. The people who need to be informed of revised payment agreements
14. Your organisation's requirements relating to the application of codes, laws and regulatory requirements, including ethical standards as they impact on your activities

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**Behaviours**

1. You present information clearly and concisely
2. You show integrity, fairness and consistency in the decisions you make
3. You show respect for others in your dealings with them
4. You explain things so others will understand
5. You respond quickly to potential problems

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