

Our business, based in Ipswich, commenced trading with Harlands Group in July 2005. We had been collecting our own Direct Debits supported by limited credit control, after which we had been outsourcing to another supplier with limited success. We were forced to seek an alternative when our supplier at the time, not surprisingly, ceased trading. Having had a poor experience we were hesitant in moving the business to another outsourced Debt Recovery agent, however, Harlands Group worked on a No Win No Fee basis and hence there was little risk.

In reality this has turned out to be one of our better business decisions. We have been delighted with Harlands Group in all aspects of the relationship but in particular their communication with both the club members and ourselves. Despite chasing defaulting members we still want to ensure that we don't gain a bad reputation and Harlands Group have been very professional in their approach, which has brought no negative feedback on the club.

Income from successful collection has been steadily growing, far in advance of our previous arrangement, and is now a very welcome and assured additional to the varied make up of the clubs total revenue. I would happily recommend Harlands Group to any company seeking Debt Recovery on membership contracts in the Health Club Industry.

Colin Plummer
Managing Director & Owner Gym and Trim Ltd