

LTD
Account Action Report

Our Ref: WIG1

Inquiries: [REDACTED]

Wrightington Wigan & Leigh NHS Trust

Finance Department
Buckingham Row
Brick Kiln Lane

Debtor Name	Home Ph	Work Ph	Mobile	Fax	Birth Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

Your Ref: 265411

Debt Type: Overseas Visitor / NHS Medical

Our Ref: 1201WIG1327526

Date From:

Date To:

Particulars:

Email: [REDACTED]

Address:

Employer: (not on record)

Orig. Bal.	Adjustments	Interest	Court Fees	Prof. Fees	Debt Fees	Payments	Cur. Bal.
£ 7,307.64	£ 0.00	£ 0.00	£ 0.00	£ 0.00	£ 0.00	£ 100.00	£ 7,207.64

Last Payment Amount: £ 100.00

Last Payment Date: 23/05/2012 00:00:00

Comments

Date	User	Conversation
19/01/2012	[REDACTED]	Account Opened.
20/01/2012	[REDACTED]	Database Search for debtor completed
20/01/2012	[REDACTED]	Letter sent - D1M: Letter To debtor requesting payment
20/01/2012	[REDACTED]	Letter printed - D1M: Letter To debtor requesting payment
30/01/2012	[REDACTED]	Telephone Number not found
30/01/2012	[REDACTED]	Account sent for telephone number check
03/02/2012	[REDACTED]	Letter sent - D3: Letter - Unless this is paid in 7 days Court action will be ta
03/02/2012	[REDACTED]	Letter printed - D3: Letter - Unless this is paid in 7 days Court action will be taken
13/02/2012	[REDACTED]	Letter sent - D4C: RD to debtor court papers will be served on you (ar)
13/02/2012	[REDACTED]	Letter printed - D4C: To debtor we will call to serve court papers
29/02/2012	[REDACTED]	Letter sent: CCAM to client do you want trace, status report, report plus or court action
29/02/2012	[REDACTED]	Letter printed - CCAM: LETTER TO CLIENT. We seek authority to conduct status report and/or trace
01/03/2012	[REDACTED]	Email from client Dear [REDACTED] Please see attached e-mail containing further contact details. Best Regards [REDACTED]
01/03/2012	[REDACTED]	XXX CC attachment saved in CD XXX
01/03/2012	[REDACTED]	Letter sent - D10S: D10S - Letter to Overseas debtor
02/03/2012	[REDACTED]	Letter printed - D10S: D10S - Letter to Overseas debtor
02/03/2012	[REDACTED]	Email sent: E1 Dear [REDACTED] Please contact [REDACTED] on [REDACTED] [REDACTED] regarding this account. You can pay at any time by calling [REDACTED] and entering reference 368776 or go o
05/03/2012	[REDACTED]	Email sent: E1 Dear [REDACTED] Please contact [REDACTED] on [REDACTED] [REDACTED] regarding this account. You can pay at any time by calling [REDACTED] and entering reference 368776 or go o
22/03/2012	[REDACTED]	Letter sent - DGR: to debtor please can we have a response as a matter of urgenc
22/03/2012	[REDACTED]	Letter printed - DGR: to debtor please can we have a response as a matter of urgency?
22/03/2012	[REDACTED]	Email sent: E1 Dear [REDACTED] Please contact [REDACTED] on [REDACTED] [REDACTED] regarding this account. You can pay at any time by calling [REDACTED] and entering reference 368776 or go o

LTD

23/03/2012 [REDACTED] Email sent: EDGR Dear [REDACTED] Further to our recently attempted contact please call [REDACTED] on [REDACTED]. You can pay at any time by calling [REDACTED] and entering reference 368776 or [REDACTED]

28/03/2012 [REDACTED] Email sent: E1 Dear [REDACTED] Please contact [REDACTED] on [REDACTED] regarding this account. You can pay at any time by calling [REDACTED] and entering reference 368776 or go o

05/04/2012 [REDACTED] Letter sent - D3OS: D3OS - Letter to overseas debtor

05/04/2012 [REDACTED] Letter printed - D3OS: D3OS - Letter to overseas debtor

05/04/2012 [REDACTED] Email sent: E3 Dear [REDACTED] Reminder - Please contact [REDACTED] on [REDACTED] regarding your account. You can also pay at any time by calling [REDACTED] and entering reference [REDACTED]

10/04/2012 [REDACTED] Email sent: E4 Dear [REDACTED] URGENT - Contact [REDACTED] on [REDACTED] to make payment on your account. You can also pay at any time by calling [REDACTED] and entering reference [REDACTED]

19/04/2012 [REDACTED] Letter sent - MR: Internal Management Report - Debtor to be reviewed

19/04/2012 [REDACTED] Letter printed - MR: Internal Management Report - Debtor to be reviewed

01/05/2012 [REDACTED] E-mail from debtor - [REDACTED] dear sir/madam, thanks very much for your mail and in respect of all your previous letters which remain unanswered till now.but bellow is all my letters and their replies before my [REDACTED] illness which we lost him,but not we standing,i send (hundred pounds) throu postal order to Wrightington Wigan & Leigh NHS,please confirm and i will like a monthly part payment method,because of the slow condition of my buisness.thanks for your understeding and i look forward to read from you soonext.

01/05/2012 [REDACTED] Letter sent - DINC: Income and expenditure form to debtor

01/05/2012 [REDACTED] Letter Sent: DINC

01/05/2012 [REDACTED] Account placed on new workflow OSDGR

02/05/2012 [REDACTED] Letter printed - DINC: Income and expenditure form to debtor

10/05/2012 [REDACTED] Letter sent - DGR: to debtor please can we have a response as a matter of urgenc

10/05/2012 [REDACTED] Letter printed - DGR: to debtor please can we have a response as a matter of urgency?

10/05/2012 [REDACTED] Email sent: E1 Dear [REDACTED] Please contact [REDACTED] on [REDACTED] regarding this account. You can pay at any time by calling [REDACTED] and entering reference 368776 or go o

11/05/2012 DSSWCADMIN Email sent: EDGR Dear [REDACTED] Further to our recently attempted contact please call [REDACTED] on [REDACTED]. You can pay at any time by calling [REDACTED] and entering reference 368776 or [REDACTED]

11/05/2012 [REDACTED] E-mail from debtor - [REDACTED] thanks very much for your mail and in respect of all your previous letters which remain unanswered till now.but bellow is all my letters and their replies before my [REDACTED] illness which we lost him,but not we standing,i send (hundred pounds) throu postal order to Wrightington Wigan & Leigh NHS,please confirm and i will like a monthly part payment method,because of the slow condition of my buisness.thanks for your understeding and i look forward to read from you soonext.

16/05/2012 DSSWCADMIN Email sent: E1 Dear [REDACTED] Please contact [REDACTED] on [REDACTED] regarding this account. You can pay at any time by calling [REDACTED] and entering reference 368776 or go o

22/05/2012 [REDACTED] Email sent to Client: [REDACTED] @wwl.nhs.uk; debtors@wwl.nhs.uk
Good Afternoon
We have made contact with the customer, could you confirm the date of the last payment received? They have advised that they sent you a £100.00 but have provided no further details, Many thanks

22/05/2012 [REDACTED] E-mail from debtor - 14/5/2012
thanks for your reppy,i sent 100 pounds to Wrightington Wigan & Leigh NHS and i am still waiting for they comfirmation so that i will know where to start my monthly payment with [REDACTED].thanks

22/05/2012 [REDACTED] Awaiting clients response

22/05/2012 [REDACTED] Account placed on workflow CEM

22/05/2012 [REDACTED] Email sent to client -

22/05/2012 [REDACTED] Awaiting clients response

22/05/2012 [REDACTED] E-mail to debtor Good Afternoon
Thank you for your email, we await our clients response re the £100.00 that you sent, please may we have as much information as possible in order for them to allocate your payment.

Thank you in anticipation of your prompt response.

[REDACTED]
LTD

23/05/2012	[REDACTED]	Awaiting clients response
23/05/2012	[REDACTED]	Email from client - Paid £100 on the 04/04/2012 [REDACTED]
23/05/2012	[REDACTED]	Email sent to Debtor: [REDACTED] Good Morning Our client has confirmed receipt of £100.00 on the 4/4/2012 Many thanks
23/05/2012	[REDACTED]	Internal email sent to Payments
23/05/2012	[REDACTED]	Payment: £100.00 DIRC
23/05/2012	[REDACTED]	Debtor part payment workflow started
24/05/2012	[REDACTED]	Letter sent - DPP: Balance remaining despite recent payment
24/05/2012	[REDACTED]	Letter printed - DPP: Balance remaining despite recent payment
[REDACTED]	[REDACTED]	Telephone call from [REDACTED] caller ID: XXX passed from [REDACTED] Would like to [REDACTED] Would like to know if we have received the £100.00 No authority., asked for [REDACTED] telephone number. [REDACTED] promised he will instruct [REDACTED] to call [REDACTED]
[REDACTED]	[REDACTED]	Letter sent - DGR: to debtor please can we have a response as a matter of urgenc
06/06/2012	[REDACTED]	Letter printed - DGR: to debtor please can we have a response as a matter of urgency?
06/06/2012	[REDACTED]	Email sent: E1 Dear [REDACTED] Please contact [REDACTED] on [REDACTED] [REDACTED] regarding this account. You can pay at any time by calling [REDACTED] and entering reference 368776 or go o
12/06/2012	[REDACTED]	Letter sent - D3OS: D3OS - Letter to overseas debtor
12/06/2012	[REDACTED]	Letter printed - D3OS: D3OS - Letter to overseas debtor
12/06/2012	[REDACTED]	Email sent: E3 Dear [REDACTED] Reminder - Please contact [REDACTED] on [REDACTED] [REDACTED] regarding your account. You can also pay at any time by calling [REDACTED] and entering referenc
22/06/2012	[REDACTED]	Letter sent - D4B: to debtor we will call to serve court papers
22/06/2012	[REDACTED]	Letter printed - D4B: to debtor we will call to serve court papers
22/06/2012	[REDACTED]	Email sent: E4 Dear [REDACTED] URGENT - Contact [REDACTED] on [REDACTED] [REDACTED] to make payment on your account. You can also make payment or arrange a payment plan online by clicking:
02/07/2012	[REDACTED]	Workflow CEM enabled.
02/07/2012	[REDACTED]	Letter sent - COSA: to client asking if they want to transfer to overseas agents
02/07/2012	[REDACTED]	Awaiting clients response
03/07/2012	[REDACTED]	Awaiting clients response
03/07/2012	[REDACTED]	Letter printed - COSA: to client asking if they want to transfer to overseas agents
03/07/2012	[REDACTED]	Client Email System: Request Transfer to Overseas Agent [REDACTED]
03/07/2012	[REDACTED]	Account being Processed/Sent to Overseas agent.
03/07/2012	[REDACTED]	Email from client - Please transfer to the overseas agent. [REDACTED] Debtors Manager
24/07/2012	[REDACTED]	XXXX GCMS case ref no 60428 XXXX
24/07/2012	[REDACTED]	Transferred to overseas agents in SPAIN to GCS agents via GCMS.
24/07/2012	[REDACTED]	Email sent to Client: [REDACTED]@wwl.nhs.uk; debtors@wwl.nhs.uk-May we please ask if you could supply us with a copy of the invoice?
24/07/2012	[REDACTED]	Workflow CEM enabled.
25/07/2012	[REDACTED]	Awaiting clients response
30/07/2012	[REDACTED]	The area of the case that has been updated is: Case Details
30/07/2012	[REDACTED]	The area of the case that has been updated is: Case Details
15/08/2012	[REDACTED]	Letter sent - CFR: CFR: LETTER TO CLIENT. Our file will be closed unless instruc
15/08/2012	[REDACTED]	Letter printed - CFR: CFR: LETTER TO CLIENT. Our file will be closed unless instructions are received
16/08/2012	[REDACTED]	Email from client -Copy invoice as requested.
16/08/2012	[REDACTED]	Email to Overseas Agent - Reminder 1
16/08/2012	[REDACTED]	GCS Case Management System updated
16/08/2012	[REDACTED]	email to overseas agents-Invoice attached
27/09/2012	[REDACTED]	Letter sent - MR: Internal Management Report - Debtor to be reviewed
28/09/2012	[REDACTED]	Letter printed - MR: Internal Management Report - Debtor to be reviewed

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23/10/2012 [REDACTED] Email from agents-we have made contact with the debtor and [REDACTED] requested we send [REDACTED] the invoice. Since them [REDACTED] is now refusing to make payment on this invoice and to cooperate with us. Please advise if your client wishes for us to request legal costs and our lawyers recommendation.

23/10/2012 [REDACTED] Email to Overseas Agent - Reminder 1

23/10/2012 [REDACTED] email to overseas agents-Please can you trying to contact [REDACTED] is there a possibility to send a court warning letter?

20/11/2012 [REDACTED] Email from agentsDear partner, The debtor is now returning our demands and refusing to answer the phone to us and to cooperate. The only other option is to proceed legally. Please advise Kind regards, [REDACTED]

20/11/2012 [REDACTED] Placed on workflow OAREM - reminders to agents.

20/11/2012 [REDACTED] email to overseas agentsDear Partner
Please may we have cost for the next step?
Thank you
[REDACTED]

04/01/2013 [REDACTED] Email from agentsDear partner, With reference to our previous note, please advise if your client wishes to proceed in this case. Kind regards, [REDACTED]

04/01/2013 [REDACTED] Email from agentsGood morning, With reference to your request for legal advise our lawyers has responded as follows :- "Due to the amount involved in this file, which is quite considerable, and the fact that debtor seems to be traced in a well-known Spanish address, we could start legal actions directly. We don't recommend any commercial report because we have traced the debtor's name through our commercial data and no positive results have been matched. If your client wants to make sure the debtor is traced in Spain and [REDACTED] current employment situation, we could order a TRACE REPORT" Please advise how you wish to pursue this case, Regards, [REDACTED]

04/01/2013 [REDACTED] Email sent to Client: [REDACTED] debtors@wwl.nhs.ukDear [REDACTED]
With regards to the above case,we have received an update from the agent informing that unfortunately despite all their efforts they have not been able to make any further contact with the customer.
The debtor is now returning our agent demands and refusing to answer the phone and to cooperate.
We have requested our agent to provide us with next step on the case.
We will get back to you as soon as agent response received.
Kind Regards

04/01/2013 [REDACTED] email to overseas agentsDear Partner
Please provide us with legal cost?
Thank you
Kind Regards
[REDACTED]

04/01/2013 [REDACTED] Placed on workflow OAREM - reminders to agents.

LTD

13/02/2013

Email from agents: Limitation period to start legal actions at Spanish Courts claiming debts based on trading contracts is 15 years, as general period.

If your client wants to start legal actions (an order for payment procedure at Court of First Instance), legal costs should be as follows (principal + interests = 7207,64 €):

- Until sentence is obtained on a non contested legal procedure: Lawyer and Procurador fees: €714.44 - If the claim is contested, your client should face in addition: Lawyer and Procurador fees: €801.26 And the new Judicial Tax to start legal actions (100 € + 0,5 % of principal) = 136,04 € Recovery Commission: 10% + Administration cost €200.00

These costs include all lawyer's and procurador's actions until judgement is obtained, but they do not include other expenses as translation or telegrams costs, if needed. A procurador is a mandatory court clerk in legal proceedings. Basically, to start legal actions at a Spanish Court, it is compulsory to act at Court with these 2 kind of representatives of the parties:

a) - LAWYER: is the person who speaks and writes to you during the preparation of your case , and also is the same person who stands up in court and speaks for you there.

b) - PROCURADOR: is a Court agent who acts as intermediary between the lawyer and the Court Office. Their fees are controlled by their respective Official Associations. If your client wants to start legal actions we need the Original documents about the debt (or notarized copies) such as:

- Original or notarized copies of invoices issued or signed delivery notes.

- Contract signed between the two parties

- Emails/letters you exchanged with debtor and a Power of Attorney, a model of which will be send to you upon your request. Besides, the POA will have to be duly notarized and stamped with the Apostille of the Hague Accords. Anyway, we could also proceed with a POA substitution, as we already have. Please, check with your client and revert to us. Should you need further information, do not hesitate to contact us. Regards

13/02/2013

Email sent to Client: [REDACTED]@nhs.uk; debtors@wwl.nhs.uk Dear Sir/Madam
Despite all their efforts, our overseas agents have not been able to collect debt on pre legal basis.

Our agent advised further:

"Limitation period to start legal actions at Spanish Courts claiming debts based on trading contracts is 15 years, as general period.

If your client wants to start legal actions (an order for payment procedure at Court of First Instance), legal costs should be as follows (principal + interests = 7207,64 €):

- Until sentence is obtained on a non contested legal procedure: Lawyer and Procurador fees: €714.44 - If the claim is contested, your client should face in addition: Lawyer and Procurador fees: €801.26 And the new Judicial Tax to start legal actions (100 € + 0,5 % of principal) = 136,04 € Recovery Commission: 10% + Administration cost €200.00

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a) - LAWYER: is the person who speaks and writes to you during the preparation of your case , and also is the same person who stands up in court and speaks for you there.

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- Original or notarized copies of invoices issued or signed delivery notes.

- Contract signed between the two parties

- Emails/letters you exchanged with debtor and a Power of Attorney, a model of which will be send to you upon your request. Besides, the POA will have to be duly notarized and stamped with the Apostille of the Hague Accords. Anyway, we could also proceed with a POA substitution, as we already have. Please, check with your client and revert to us. Should you need further information, do not hesitate to contact us. Regards"

Please may we ask if you wish to proceed legal on the case?

Thank you in advance

Kind Regards

13/02/2013

Account Placed On Hold Awaiting Further Instructions/Information From Client

13/02/2013

email to overseas agents Dear Partner

Thank you for your email.

We are awaiting our client response.

Kind Regards

15/03/2013

Letter sent - CHOLD: Letter to client - Account on hold - Paid/Continue?

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15/03/2013	[REDACTED]	Letter printed - CHOLD: Letter to client - Account on hold - Paid/Continue?
15/03/2013	[REDACTED]	Client Email System: Reminder - Please respond with instructions-
12/04/2013	[REDACTED]	Email from agents-With reference to your previous note please advise as to how your client wishes to proceed.
15/04/2013	[REDACTED]	Letter sent - CFR: CFR: LETTER TO CLIENT. Our file will be closed unless instruc
15/04/2013	[REDACTED]	Letter printed - CFR: CFR: LETTER TO CLIENT. Our file will be closed unless instructions are received
15/04/2013	[REDACTED]	Client Email System: Reminder to Client-
16/04/2013	[REDACTED]	Email from client [REDACTED] A response will be sent asap but unfortunately there may be a delay due to year end pressures. Best Regards [REDACTED] Debtors Manager Finance Department
16/04/2013	[REDACTED]	Account Placed On Hold Awaiting Authority From Client to Proceed with Legal
16/05/2013	[REDACTED]	Letter sent - CHOLD: Letter to client - Account on hold - Paid/Continue?
16/05/2013	[REDACTED]	Letter printed - CHOLD: Letter to client - Account on hold - Paid/Continue?
16/05/2013	[REDACTED]	Client Email System: Reminder to Client-
24/05/2013	[REDACTED]	Account Placed On Hold Awaiting Further Instructions/Information From Client
24/05/2013	[REDACTED]	Email from client -Subject: RE: Urgent Reminder from CCI, Your ref:265411 Our Ref:1201WIG1327526 Balance:7207.64 Please continue to hold, I will send a response asap. [REDACTED] Debtors Manager Finance Department
24/06/2013	[REDACTED]	Letter sent - CHOLD: Letter to client - Account on hold - Paid/Continue?
24/06/2013	[REDACTED]	Letter printed - CHOLD: Letter to client - Account on hold - Paid/Continue?
09/07/2013	[REDACTED]	Email from agents-We have previously advised legal costs on this case. Please advise how your client wishes to continue with this case. Should you wish to discuss the case, please do not hesitate to contact me.
09/07/2013	[REDACTED]	Internal email sent to [REDACTED] no response received.
07/08/2013	[REDACTED]	Client Email System: User Manual Check - No Message Sent-Account to be reviewed
08/08/2013	[REDACTED]	Good afternoon Please advise if you client has decided to go ahead with the legal action or should we close this case. Thank you for your assistance Best regards [REDACTED]
22/08/2013	[REDACTED]	Letter sent - MR: Internal Management Report - Debtor to be reviewed
22/08/2013	[REDACTED]	Letter printed - MR: Internal Management Report - Debtor to be reviewed
16/09/2013	[REDACTED]	Call from overseas agent - [REDACTED] client response?
16/09/2013	[REDACTED]	tagged to follow up
25/09/2013	[REDACTED]	Account closed. NRFC: No response from client
02/10/2013	[REDACTED]	Account Reopened on 02/10/2013
02/10/2013	[REDACTED]	Telephone call from client - [REDACTED] please keep on hold, query re CEM not sent, [REDACTED] does not have any record of the legal costs the O/S agent has referred to.

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02/10/2013 [REDACTED] Email sent to Client: [REDACTED]@wwl.nhs.uk; debtors@wwl.nhs.uk [REDACTED]
 With regards to the cost to litigate in Spain on this case please refer to the email of 13/02/2013 sent to you by [REDACTED]
 Email sent to Client: [REDACTED]@wwl.nhs.uk; debtors@wwl.nhs.uk
 Dear Sir/Madam Despite all their efforts, our overseas agents have not been able to collect debt on pre legal basis.
 Our agent advised further: "Limitation period to start legal actions at Spanish Courts claiming debts based on trading contracts is 15 years, as general period. If your client wants to start legal actions (an order for payment procedure at Court of First Instance), legal costs should be as follows (principal + interests = 7207,64 €): - Until sentence is obtained on a non-contested legal procedure: Lawyer and Procurador fees: €714.44 - If the claim is contested, your client should face in addition: Lawyer and Procurador fees: €801.26 And the new Judicial Tax to start legal actions (100 € + 0,5 % of principal) = 136,04 € Recovery Commission: 10%** + Administration cost €200.00 These costs include all lawyer's and procurador's actions until judgement is obtained, but they do not include other expenses as translation or telegrams costs, if needed. A procurador is a mandatory court clerk in legal proceedings. Basically, to start legal actions at a Spanish Court, it is compulsory to act at Court with these 2 kind of representatives of the parties: a) - LAWYER: is the person who speaks and writes to you during the preparation of your case, and also is the same person who stands up in court and speaks for you there. b) - PROCURADOR: is a Court agent who acts as intermediary between the lawyer and the Court Office. Their fees are controlled by their respective Official Associations. If your client wants to start legal actions we need the Original documents about the debt (or notarized copies) such as: - Original or notarized copies of invoices issued or signed delivery notes. - Contract signed between the two parties - Emails/letters you exchanged with debtor and a Power of Attorney, a model of which will be send to you upon your request. Besides, the POA will have to be duly notarized and stamped with the Apostille of the Hague Accords. Anyway, we could also proceed with a POA substitution, as we already have. Please, check with your client and revert to us. Should you need further information, do not hesitate to contact us. Regards" Please may we ask if you wish to proceed legal on the case? Thank you in advance
 Please note the Lawyer recovery commission ** will be in addition to the pre legal 25% commission.

02/10/2013 [REDACTED] Account Placed On Hold Awaiting Further Instructions/Information From Client

03/10/2013 [REDACTED] Telephone call from client - [REDACTED] have the agents confirmed an address for the debtor in Spain, post treatment [REDACTED] returned to her home country in Africa (Country Not Known) - All cores has been by email.

03/10/2013 [REDACTED] Internal email sent to international team

04/10/2013 [REDACTED] Telephone call from client - [REDACTED] they have found two mobile numbers for [REDACTED] the [REDACTED] may not be correct spelling and does not have a surname. If we make contact we need to get as much information as possible as they would like to get it recorded with the UKBA. All they know is that she is African so we need to try and get an African address.
 [REDACTED]

04/10/2013 [REDACTED] Account passed to collections for phone call to be made

07/10/2013 [REDACTED] Call to [REDACTED] number is disconnected

07/10/2013 [REDACTED] Call to [REDACTED] message left on answer machine.Went straight to voicemail.

07/10/2013 [REDACTED] Internal email sent to KP with the response from numbers tried.

08/10/2013 [REDACTED] Email sent: Callback Dear [REDACTED] We have been instructed to contact you in relation to the above unpaid account. To make payment by card or cash via your local PayPoint outlet click:

08/10/2013 [REDACTED] Email from agents- please advise as to how your client wishes to proceed with this file.

08/10/2013 [REDACTED] email to overseas agents-Awaiting for response from client.

09/10/2013 [REDACTED] email to overseas agents-May we please ask if you have confirmed debtor's address in Spain?

01/11/2013 [REDACTED] Client Email System: User Manual Check - No Message Sent-Account to be reviewed

14/11/2013 [REDACTED] Email from agents 1201WIG1327526 Good afternoon Please advise as to whether your client wishes to proceed legally in this case or the file can now be closed. Kind regards HCM

14/11/2013 [REDACTED] Email from agents dated (9/10/2013) - Good afternoon With reference to this case. May i suggest you run a trace report on this debtor to confirm the debtor is at the forementioned address. We have had our certificado letters returned but that doesnt mean they are not there it just means they are uncollected from the post office.Kind regards, [REDACTED]

LTD

14/11/2013 [REDACTED] Email sent to Client: [REDACTED]@wwl.nhs.uk;debtors@wwl.nhs.uk [REDACTED] Please see our agents update : with reference to this case. May i suggest you run a trace report on this debtor to confirm the debtor is at the forementioned address. We have had our certificado letters returned but that doesnt mean they are not there it just means they are uncollected from the post office.Please advise if you wish to run a trace on the UK address?We await your response.

14/11/2013 [REDACTED] Account Placed On Hold Awaiting Further Instructions/Information From Client
14/11/2013 [REDACTED] email to overseas agents Dear Partner We are awaiting our clients instructions regarding this account. Thank you, [REDACTED]

Total Accounts: 1

AU

REPORT ACCOUNTS: 1
