

Debt Recovery Policy

The Debt Recovery Policy has been introduced to improve the cash flow. Print Training Australia's Debt Recovery Policy is as follows:

T 08 8172 0022

F 08 8172 0833

E admin@printrain.edu.au

W www.printrain.edu.au

ABN 20 101 225 021

1

•**Friendly payment reminder - Email**

- When the payment first becomes overdue, we will email you a courtesy reminder by email

2

•**Overdue payment reminder - Phone Call or Email**

- If the payment remains outstanding or if you have missed the next agreed payment date, we will call you or send you another email reminder of the amount owing, and request payment.

3

•**Overdue payment followup - Phone Call**

- If the payment remains outstanding 30 days after the final agreed payment date, we will call you to discuss the outstanding invoice and request payment.

4

•**Final Notice - Email and Followup Phone Call**

- If we still do not receive your payment by any extended payment dates again, we will call you to discuss the outstanding invoice and request payment. This will be followed up with an email to confirm the outcome.

5

•**Escalation to Management**

- If there's still no payment or response, this matter will be escalated to the management team. Our representative may come visit you on site and discuss the outstanding invoices. Training may be suspended at this stage.

6

•**Letter of Demand**

- If all our attempts to contact you and receive payment have failed, we will send you a letter of demand.

7

•**Debt Collection Agency**

- If you still haven't responded or paid, we will forward the outstanding invoices to our debt collection agency*.

* All associated collection cost will be added to the outstanding amount where Print Training Australia is legally permitted to do so.