



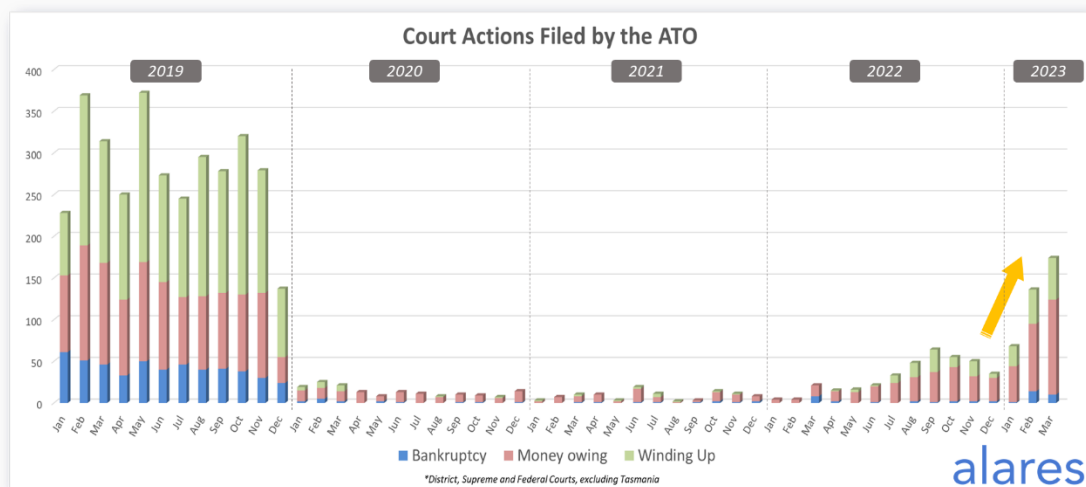
Welcome to our April 2023 newsletter.

Welcome to our first newsletter of 2023 – the first few months have flown by and it is certainly interesting times. Rising interest rates and costs of living teamed with the collapse of large construction companies is placing pressure on businesses and consumers alike. We are seeing a large increase in enquiries for our services and our workload has increased due to these pressures. We are seeing more interest in the risk mitigation space to ensure cash comes in the door as quickly as possible.

Given the above, we have attached below our Additional Services information sheet which includes details on providing credit checks and monitoring of any business account you may have concerns with. It is also a good time to review your Terms & Conditions of Trade – Sophie Inwood of QR Lawyers has provided information in this regard below.

Please see Creditor Watch’s latest figures on industries to watch and along with various other reports on the increase in insolvencies.

The ATO continues to ramp up it's court recovery activity as can be seen in the graph below. Overall numbers remain below historical levels but have accelerated significantly so far in 2023.



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Always remember, if you are in any difficulty, it is best practise to get on the front foot and speak to your creditors before they take action against you.

We are here to help - please don't hesitate to phone or email with any questions so we can help you get REPAID!



Take care
Jeanine

Articles, Advice & Information.....

As always, we defer to our large list of contacts and ask a number of them to provide topical information for our readers. This month, we have articles provided by:

Sophie Inwood, Partner - QR Lawyers

Ensuring that your business has terms and conditions that are up to date, and specific to your business operations is crucial to ensure your business is adequately protected, especially in the current climate. Continue reading this short article [here](#).

CreditorWatch Business Risk Index - February 2023

Conditions tighten further; default rates are higher in regions with more younger people. The February 2023 CreditorWatch Business Risk Index shows that conditions have tightened as high inflation and interest rates, in combination with falling demand, put the squeeze on business. The full report is available for download [here](#).

Insolvency Stats & the ATO

The number of companies going into external administration is increasing each month. The ATO continues to ramp up its Court recovery activity. We have [attached](#) a 2 minute read on the current numbers. If you need any advice

in this regard, please contact us for further information. As always, all communication is treated as confidential.

Post Pandemic Emerging Trends

The Australian Institute of Credit Management (AICM) has published their Overdue Credit Index Report 2023. Covid 19 has changed expectations around overdue credit and financial hardship in Australia. Much has changed as we come out the other side. We have provided the important take-aways for you in this [article](#).

The Role of Technology in Customer Support

The AICM Overdue Credit Index Report 2023 also contained information regarding the role of technology in customer support. The key take-aways from this topic can be viewed [here](#).

If you or your staff are managing a large debtor list, the above 2 reports provide useful information.

Please feel free to share any or all of the attached information with colleagues you think may benefit from the content.

If there is a specific topic you would like us to feature, please let us know.

Testimonial

We often receive feedback from our clients - and sometimes even from our debtors! We regularly survey our clients. We also receive unsolicited feedback which is always welcome. We have recently received the following testimonial from

"Jeanine and her team were fantastic. Professional, efficient and very informative about the process. I 100% recommend Business Credit Solutions. Give them a call for advice, support & help."
- Brendon, Electrical Testing Services



Additional Services

We can provide credit reports, credit file monitoring, service of legal (and other) documents and more. Please refer to the [attached](#) list and contact us if you would like additional information or a quote.

New Client Sign Up / How to Submit a Debt

If you are not currently a client, it is an easy, one-off process to join us. No joining fees and no-win, no-fee applies. Simply click on this [link](#) and complete the required fields. We require your company information and debtor information. You can attach relevant documents all in the one process. We will always confirm we have received your submission.

If you are a current client and would like our assistance again, you can either use this [link](#) and select Current Client, complete the required fields and attach your documents. Or, you can simply email info@repaid.com.au with debtor contact details, value of the debt and attach relevant documents. We will confirm receipt and action immediately.

Contact Us:

WWW: [Business Credit Solutions | REPAID](#)

REPAID! Collections:

[\(03\) 8488 8000](tel:(03)84888000) info@repaid.com.au

Business Credit Solutions:

1800 REPAID / [1800 737 843](tel:1800737843) reply@businesscreditsolutions.com.au

Postal: PO Box 5, Collins Street West VIC 8007

Location: Suite 2 Level 3, 51 Queen Street Melbourne VIC 3000