

Tracing & Investigation

We appreciate that some debtors will go to any lengths to avoid payment, for example, returning mail "Gone Away" or a phone call alleging that the debtor has absconded. We will always conduct routine investigations designed to establish if the debtor has actually vacated the given premises, prior to utilising a tracing agent that may incur unnecessary costs.

ACT Credit Management Ltd employs several external tracing agencies to locate absconding debtors. All of our agents are required to sign our stringent terms and conditions before we will employ their services. We are meticulous during the selection of our investigation agents and seek the highest possible success rates coupled with integrity. Our agents have been successful in tracing absconding debtors that other tracing agents failed to locate. Our preferred agents have performed consistently and as a result, we have utilised their services for a number of years.

To ensure that a full investigation is conducted, we have a standard policy of utilising the services of two separate agents before we will return a negative trace. Our trace agents provide their services on a "No Success, No Fee" basis.

Employment Trace

Our agents also have the facility to conduct employment traces on individuals. Such information is a useful pre-legal enquiry as it confirms that an Attachment of Earnings Order is an available option if enforcement is necessary.