

**Adran Rheoleiddio / Regulatory Department
Gwasanaeth Trafnidiaeth a Gofal Stryd
Transportation and Streetcare Service**

Uwch Reolwr / Senior Manager – Dafydd Wyn Williams

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Ein Cyf / Our Ref:

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To whom it may concern.

Recently Gwynedd Council's Parking Unit entered into a trial Period of employing Proserve as an alternative debt recovery agents for parking fines (Penalty Charge Notices). During these 3 months they have carried out their business in an exceptionally efficient and professional manner.

During the relationship Proserve have maintained an extremely high recovery rate and have been exceptionally strong in the field of tracing absconded debtors where other companies have failed. Their diligence has resulted in recovery rates which are way ahead of their competitors. They have succeeded in securing the debt where other companies have returned the warrants without success.

Proserve have set themselves apart from other companies through their professionalism, great communication, and their efficient manner in which they conduct themselves. Gwynedd Council have not received any adverse feedback from debtors regarding the manner in which debts are collected.

As the trial period is due to expire we will be seeking in entering into a service level agreement with Proserve to represent the Council in Debts recovery as they carry out their business in an exceptional, efficient, and professional manner.

Gwynedd Council's Parking Unit have no hesitation in recommending Proserve to any other Authority who seeks to improve their debt recover rates whilst maintaining good public relations.

Yours sincerely,

Gwenan Huws Tomos

**Gwenan Huws Tomos
Enforcement Manager.**

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