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Head of Finance & Performance



CYNGOR
Sir Ddinbych
Denbighshire
COUNTY COUNCIL

To whom it may concern

Eich cyf / Your ref

Ein cyf / Our ref

Dyddiad / Date

Rhif union / Direct dial

21 January 2009

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Mr Derek McEwen

Denbighshire Council have employed Proserve as the preferred debt recovery agents for parking fines for over 8 years (starting with Excess Charge Notices, before collecting on Penalty Charge Notices as of July 2004). During that time they have carried out their business in an exceptionally efficient manner.

Throughout the relationship Proserve have always maintained an extremely high recovery rate in what is accepted as being a difficult debt area and have been exceptionally strong in the field of tracing absconded debtors. Their diligence has resulted in recovery rates which are way ahead of their competitors - often succeeding where others have failed.

Proserve have also set themselves apart from other companies through their professionalism and Denbighshire have received no genuine adverse feedback from debtors regarding the manner in which debts are collected. Proserve have made a concerted effort to promote the standards of our authority and maintained our good relationship with public advisory bodies, they were even asked to give a presentation to staff at the Rhyl CAB.

In conclusion I have no hesitation in recommending Proserve to any authority who seeks to improve upon their debt recovery rates whilst maintaining good public relations.

Yours sincerely

Derek McEwen
Parking Services Manager



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