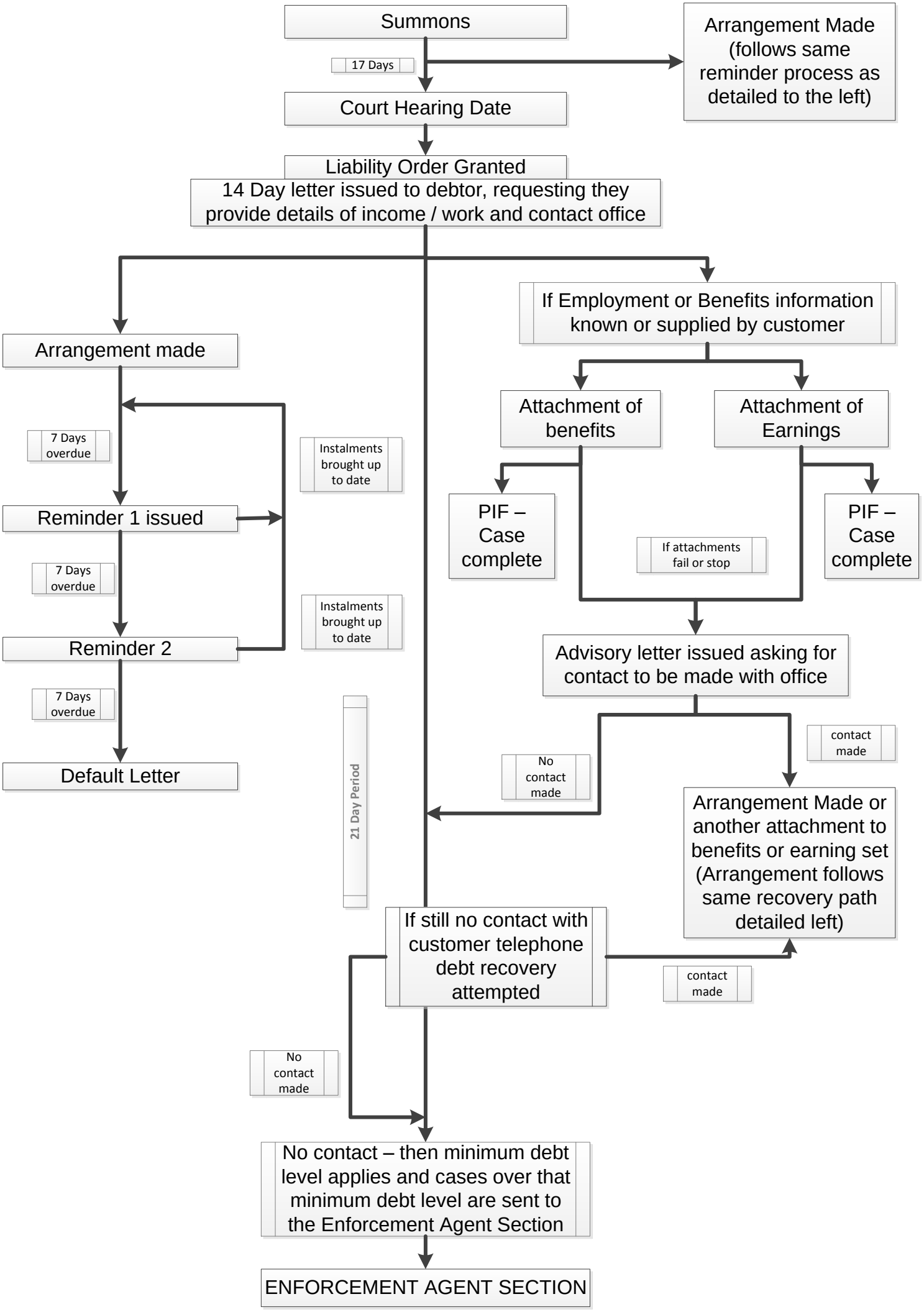
Appendix B


Summons
17 Days
Arrangement Made (follows same reminder process as detailed to the left)
Court Hearing Date
Liability Order Granted
14 Day letter issued to debtor, requesting they provide details of income / work and contact office
Arrangement made
7 Days overdue
Instalments brought up to date
Reminder 1 issued
7 Days overdue
Instalments brought up to date
Reminder 2
7 Days overdue
Default Letter
21 Day Period
If Employment or Benefits information known or supplied by customer
Attachment of benefits
Attachment of Earnings
PIF – Case complete
If attachments fail or stop
PIF – Case complete
Advisory letter issued asking for contact to be made with office
No contact made
contact made
Arrangement Made or another attachment to benefits or earning set (Arrangement follows same recovery path detailed left)
If still no contact with customer telephone debt recovery attempted
contact made
No contact made
No contact – then minimum debt level applies and cases over that minimum debt level are sent to the Enforcement Agent Section
ENFORCEMENT AGENT SECTION