



Collections & Recoveries

Walker Morris is one of the UK's pre-eminent providers of multi-jurisdictional collections and recoveries solutions for traditional and challenger banks, building societies, debt purchasers, loan servicers, SMEs, listed companies and public sector bodies.

Everything we do as a business focuses on treating customers fairly and doing all we can to preserve relationships with them whilst ensuring a positive customer journey and fair customer outcomes. Our Quality Assurance Team work tirelessly to 'raise the bar' when it comes to the core legal process as well as key quality metrics such as telephone calls, complaints and consistency outcomes.

When matters become complex or defended, our lawyers work commercially and creatively with clients in order to deliver the outcomes they desire.

The way legal services are delivered is changing rapidly. We recognise and buy into the liberalisation of how legal services are delivered and embrace the use of new and emerging technologies in order to drive efficiencies into traditional legal services in order to offer clients enhanced value.

Above all, we believe profoundly in long-term strategic partnerships that are built on principles of trust, integrity and outstanding performance.



HOW WE CAN HELP

Managing your risk

Managing your risk is paramount when it comes to outsourcing legal services. We have a deep understanding of the regulatory demands placed on firms and our Three Lines of Defence model ensures we are proactive when it comes to identifying and managing risk.

"Walker Morris provide us with the quality of service that we require, treating our customers fairly and with due respect. We enjoy working with Walker Morris, and have no hesitation in recommending them to any lender." – Bank of Ireland Group

Looking after your customers

Your customers are our customers. We will mirror your desired customer outcomes and will be a seamless extension of your customer's journey. Our commitment to identifying complaints, vulnerability and detriment will ensure we are consistently improving the experience your customers have with Walker Morris, and by extension, your brand.

"Walker Morris deals with bankruptcy petitions and money judgment claims (including enforcement methods such as charging orders, warrants of control, and attachment of earnings) for us. They provide us with the professional service we require, get on with the work to a high standard with minimal input from us, and when doing so treat our customers fairly and with due respect. Fundamentally, we like working with Walker Morris." – Intrum (formerly 1st Credit)



“Rob Aberdein has worked for us for many years, and this itself is a testament to the quality of work both Rob and his team do for us. Rob has provided excellent support in relation to Scottish legislation changes, amongst other topics, and the impact this may have on us. Finally, Rob has invested in enhancements to their systems and process to help ensure we get the best possible service at the right price.” – Chris Laverick, Head of Supplier Management, RBS

Investing

The investing never stops. We want to be the best at what we do, whilst ensuring we deliver services at the right price point. Investment in systems, processes and people are critical in our commitment to being a business that is constantly evolving and improving.

Reducing the cost of managing your suppliers

By blending technology with multi-jurisdictional capability and offering a robust third party supplier management framework we minimise the number of relationships you require to own, oversee and resource.

Creating value

When it comes to the most complex and difficult cases, Walker Morris is viewed by clients and peers, as one of the leading firms in the UK. These cases are often the ones that can have the most impact on profit and loss accounts or brand, getting the right outcome every time is therefore critical.

AREAS OF EXPERTISE

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| – Mortgage rehabilitation | – Defective title rectification | – Unsecured recoveries |
| – Late arrears management and pre-litigation collections | – LPA and Fixed Charge Receiverships | – Business and commercial recoveries |
| – Secured mortgage recoveries | – Professional negligence | – Non-standard litigation |
| – Repossession conveyancing | – Shortfall recovery | – Recoveries relating to asset-based lending and motor vehicles |

WALKER MORRIS

“A distinctive law firm valued by its clients for consistently delivering excellent results.”

We are a full service commercial law firm focused on providing our clients, nationally and internationally, with partner-led, high quality advice. Our national centre of excellence in Leeds has significant advantages in terms of developing a strong, collaborative culture, with the inherent value and cost effectiveness that a Leeds base brings.

With a staff of over 450 including 46 partners, Walker Morris is uniquely recognised for its strong multi-disciplinary teamwork and straight forward advice. We offer our clients truly accessible partners who get the job right - providing partner-led advice based on their knowledge and understanding of working with individual clients.

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