



ANDERS T.J. INCORPORATED
ATTORNEYS
COMPANY PROFILE

MISSION

Anders Inc. Attorneys mission is to become the market leader in the litigation and collections industry. Superior customer service levels and professionalism are at the forefront of our empowered approach to business strategy and forms the management framework that enables us to deliver sustainable growth now and into the future.

VISION

By implementing and enabling state of the art technologies, Anders Inc. Attorneys has created exceptional client service levels and professionalism. Effective quality assessment and workforce management enable a streamlined, high quality working environment. Our continued focus on achieving and delivering class leading performance, forms one of the cornerstones of our continued success.

BEE & ISO Compliance

Through our empowered approach to long term business development and key vendor partnerships, Anders Inc. Attorneys has paved the way for a highly successful, grass root management development structure. Through these strategies and partnerships, we have been awarded Level 2 empowerment contributor status.

By partnering with premium providers, the use and application of ISO approved management and manufacturing techniques is felt most clearly through the customer experience. ISO compliance, in reference to all IT related infrastructure and products, forms one of the major factors for consideration when all technologically related decisions are being made.

SERVICES

Early Stage & Late Stage Collections

Collections form the largest division within our firm, and have become the core of our business. Not only do we provide a debt collection service, but we are fully equipped for legal collections as well.

Call Centre Outbound, Dialler

Our callcentre currently utilises Realconnect as our dialler system provider. This system includes predictive dialling capabilities. Integrated with this dialler system is our Legal collections and Callcentre software, AJS Legal Suite and C3 Call Centre Console. These systems, with our unique expertise and experience with various collections strategies, enable us to achieve a file coverage ratio of up to 750 matters per agent, comfortably.

Our callcentre currently consists of 50 dedicated agents and a management team. The management team includes an Operations Manager, 2 Collections Managers, an IT Manager and Quality Assessment Officer, an Administrative Manager, an HR Manager and Assistant Manager and a Financial Manager. We are in the process of expanding, with the objective of achieving a call centre capacity of 200 seats by the end of 2017.

Software Specifications:

- Windows 2008 Small Business Servers
- IBM Universe database
- AJS Legal Suite
- C3 Callcentre Console
- Realconnect Voice dialler telephony system
- Fibre optic lines for voice & data, with Diginet automatic fail-over
- RealPay Payment Solutions for debit order collections
- Bitdefender Antivirus
- SFTP & TLS Encryption
- SharePoint
- Windows 7 & 10 Pro (Bit-Locker encryption)
- Microsoft Office 2007

SMS's, Letters & Emails

C3 and AJS Legal suite provide us with the flexibility to send SMS's, emails and letters manually and automatically, individually or in bulk, depending on the details or information that needs to be sent. We are also able to receive SMS and email replies directly into C3 and AJS. These replies are automatically attached to the account it is related to and agents can also respond immediately.

Desktop Trace

We make use of various tracing partners, including online search portals and physical tracers, to ensure data is of the utmost quality. We currently make use of the following providers:

- XDS
- DataSearch
- Compuscan
- VGH

Please contact us for a full list, as it is continuously updated to ensure up to date, quality data.

We also have appointed tracing agents within our callcentre, dedicated to carrying out all trace requests, as well as following up on data received in an attempt to obtain right party contact.

Deceased Estate, Debt Review & Insolvent Estate Management

Our offices have dedicated departments that manage all deceased estate, debt review and insolvent estate management queries. The functions of these departments include:

- Following up on the status of such accounts
- Ensuring all the required supporting documents are obtained
- Administering these accounts in terms of the individual client requirements

Decision Engine

To ensure maximum efficiency, all agents are separated into teams of approximately 4 agents, led by a team leader. These team leaders are authorised to make various decisions to ensure workflow is uninterrupted. Should a higher decision be called for, the team leaders are referred to the dedicated collections manager for the specific client, and if further escalation is required, the matter is sent to the collections attorney and operations manager.

National Network / Footprint

Our offices have secured correspondents and working arrangements that give us a current capacity to cover the full spectrum of collections services on a national scale.

Trust Account Facilities

By opening an individual trust account directly with the financial institution that our client is affiliated with, we ensure that all payments made regarding collections for the client are accounted for by the bank. Furthermore, said trust accounts are audited in line with the requirements of the Attorney's Profession.

Fidelity Guarantee

In addition to the standard Fidelity Fund guarantees all attorney firms are obligated to have, we currently hold additional insurance through AON Professional Risks, which includes Professional Indemnity insurance to the amount of R5,000,000.00 per claim

Reporting

The nature of our software system is designed to enable us to customise any reports to meet specific requirements, as requested by our clients. We have the ability to create, design and/or change any report at any time, on condition that we have been provided with the required information and such information exists within our database.

LEGAL COLLECTIONS

In-house Expertise

Our professional staff compliment includes multiple attorneys qualified at a Masters level. Furthermore our firm has specialised in the collections arena since its inception in 1997, and accordingly, our in-house staff offer expertise in all fields of debt collection.

Our offices have a dedicated litigation department and the attorneys have the right of appearance in the High Court. In view of this expertise, our offices are capable of assisting with both Uncontested and Contested Court Actions on an in-house basis, thereby reducing the cost burden and ensuring all court actions are administered under the playbook agreed to with our clients.

Should the facts or amount in dispute warrant a referral, our offices have identified various specialised advocates who are briefed on an ad hoc basis.

Document archiving facilities

Our firm manages its own archives and, as such, can offer a tailor made archiving solution. Currently we hold files in hard copy for 7 (seven) years after being closed, with the specific documents being kept for longer periods, as per client requirements or legislation. Our electronic archiving is update to conform to the requirements of the Protection of Personal Information Act, and we are dedicated to ensuring compliance with international best practice with regard to Information Protection and Security.

Approximate costing

Our firm works on the standard party & party scale of the courts, with work not falling under these tariffs being charged at R1,000.00 per hour. Furthermore, disbursements incurred are for the client's account.

OFF BALANCE SHEET RECOVERIES

In this regards, we also offer the same services, as mentioned in the section entitled 'Early Stage & Late Stage Collections'. However, please note that our firm does not engage in the purchasing of debt and only offers debt recovery solutions for clients.

SPECIALISED SERVICES

The following services are crafted to meet the individual needs of the specific client. Please contact us should you require an approximate costing analysis

Litigation

We offer a comprehensive and modern approach to the field of commercial and corporate litigation.

Our approach combines a solid understanding of the underlying aspects of law and theory, with a definite drive to understand to core principles of our client's specific business, in order to tailor make the manner in which legal services are delivered to each client. From Individual assistance to structuring a specific work team, each client received the form of legal service best suited to their needs.

Our core practice areas include:

- Banking & Finance
- Construction & Engineering
- Information & Communication Technology

We, furthermore, provide support in the pre-dispute phase of commercial contracts and negotiations to assist our clients in structuring their business in such a manner, as to decrease the likelihood of any disputes arising.

COMMERCIAL & CONVEYANCING PRACTICE

We pride ourselves on our in-depth commercial experience, in the drafting of contracts and also advising on contract law, specifically engineering contracts, which include national and international contracts.

Our conveyancing Services include advice on and drafting of relevant contracts, such as Purchase and Sale Agreements, as well as the transfer of immovable property. We also render estate services such as drafting of wills, winding up of deceased estates and deceased transfers.

ALTERNATIVE DISPUTE RESOLUTION

Our litigation department further acts as a dispute resolution practice, which not only assists our clients in the courts, but will recommend and facilitate alternative dispute resolution procedures to ensure that the most expedient manner of resolving any commercial dispute is followed.