

Introduction

Did you know businesses write an average of 8% of their revenue off as bad debt? (Hilton-Baird). Sacrificing your business' income and accepting bad debts as part of 'business as usual' is simply not good enough. You deserve to be paid for your work.

Today, getting paid what you're owed does not need to mean damaging your customer relationships. With Chaser debt collections, professional debt collectors will work towards agreeable solutions with your debtors to ensure you receive what you are owed; whilst protecting your customer relationships.

Chaser debt collections use a no-win-no-fee approach, so you have nothing to lose. Trust Chaser's friendly and integrated debt collections partner Debitura to handle your outstanding debts efficiently and respectfully. Don't let bad debt be a part of your business routine. Choose Chaser, and safeguard your revenue.

"It helped us collect £15,000 in bad debt we would have otherwise written off. Using Chaser's software and services has definitely become an integrated part of our weekly and monthly credit control process."



Tom Hays
Head of Finance
Huttie Group



No win, no fee
Competitive success-based fees only; zero cost if the debt isn't recovered



Global collections coverage
Expert, regulated regional partners operating worldwide



High success rate
Straightforward cases typically resolved in under two months



Full case control
Dedicated Debitura dashboard with real-time visibility and direct communication with your regional collector



Seamless escalation flow
Fully integrated within Chaser; sign documentation and escalate cases without leaving the platform



Full liability protection
Standard agreements and regional powers of attorney signed at escalation to keep you covered



Expert guidance throughout
Receive up to three tailored quotes or strategic recommendations from your regional collector if the debtor remains unresponsive



Low minimum threshold
Escalate invoices from \$100 and above



Co-managed support
Seamless experience jointly handled by Chaser and Debitura teams

Key services

No win no fee, transparent pricing

Only pay when your debts are successfully collected with no-win-no fee pricing. View instant, upfront quotes in your Chaser account on what your collection fee will be, should your debt be collected. Unlike traditional agencies, Chaser debt collections prioritizes transparency and has no hidden costs.

Professional and polite debt collectors

Payments are secured in an agreeable manner, without putting a strain on your relationships with customers. Your requests are handled with care, in a timely manner and with the aim to retain your business relationships with your customers.

No handover needed

All information and invoice details are stored within your Chaser account, so no handover is needed. Debitura and its portfolio of regional collection agencies can start working on recovering your debts instantly. You can monitor every step of the debt collection process in Debitura's dashboard, as every interaction is tracked. Login credentials will be provided when onboarding the first case.

"Being able to escalate an overdue invoice directly within the Chaser app has revolutionised our debt collection procedure. We've had payment from 4 customers in just a couple of weeks of using Chaser Collections, and all communication has been handled in an extremely professional manner. This is especially important to us during these difficult times. The Chaser Collections team also makes sure I'm always kept in the loop. I'd definitely recommend this service."

Phil Edwards

Owner
Vanilla Accounting



How it works

When escalating a case in Chaser, you will be redirected to our onboarding page to complete the following:

- Collection agreement
- with our collection partner, Debitura.
- Power of Attorney for the specific region where the debtor is based



You will be given access to the Debitura dashboard where you will be able to:

- Check and monitor your active cases
- Communicate with the regional collector
- Upload documentation where required (e.g: invoices)
- Review and approve legal action quotes.



Targeted, efficient collections focusing on viable debts.

- Clear escalation paths with defined thresholds.
- Legal partnership ensuring professional recovery support.
- Scalability and compliance embedded in workflows.

Chaser helps businesses get paid sooner with its all-in-one accounts receivables automation platform, debt collections and outsourced credit control services. Users can credit check, monitor debtors, chase late invoices via SMS and email, collect payments, recover debt and reconcile accounts, all in the same platform. By sending automatic and deeply personalised payment reminders, the software and service provider effectively gets invoices paid on time without losing the human touch. To date, Chaser has helped users chase over USD 30 billion in overdue invoices. Chaser was named Best Technology Provider at the Credit Strategy Awards (2024), won the Best Use of Innovation In Business award (Management Today, 2023), Xero App Partner of the Year (2023) and won Best Use of Technology at the Credit Awards (2022).

Social media links

chaserhq.com

linkedin.com/company/chaser

x.com/chaser_hq

facebook.com/ChaserAR

CHASER

Speak to an expert