



Our Business



“For some time we have believed we are the best full service collection agent – but now we also ask our clients to help **prove** that we are the best, not only in terms of our performance but also in terms of the value we deliver.”

Matthew Thomas, Chief Executive Officer

Collection House’s continued growth and unrivalled success rate is a result of maintaining a clear focus on our four core businesses of Commission Collections, Receivables Management, Purchased Debt and Legal and Insolvency Services.

COMMISSION COLLECTIONS

Collection House is primarily a high volume collections agency, with long-standing partnerships with leading name clients in the Australasian financial services, insurance, public utility, credit and government enterprise markets.

In the last financial year* our clients referred approximately \$868 million of debt to us, with debt portfolios established as one of three account types:

- **Banking and Finance:** banking and finance products, credit and charge cards, loans.
- **Corporate:** government, telecommunications, essential services and international debts.
- **Insurance:** motor vehicle, general insurance, rental default and malicious damage, overpayment of wages, public liability and marine.

RECEIVABLES MANAGEMENT

Our pre-collection phase business, which has grown consistently over its ten years of operation, focuses on early outsourcing from 14 days past due. Our reputation, along with those of our customers and clients, is safeguarded by the mandatory use of 100% call recording in all receivables management work we conduct.

PURCHASED DEBT

Our dedicated Purchased Debt subsidiary, **Lion Finance**, specialises in forward flow and one-off debt book purchases, backed by a comprehensive training regime for our highly skilled Customer Service Officers. Our debt purchases focus predominantly on the banking and finance sector (personal, motor finance, fixed loans and credit cards) and the telecommunications sector (fixed line, mobile).

LEGAL RECOVERY AND INSOLVENCY ADMINISTRATION

Through utilising the in-house services of wholly-owned legal subsidiary, **Jones King Lawyers**, Collection House customers directly benefit from the improved efficiencies and reduced collection costs that our whole-of-service approach to the collection process provides.



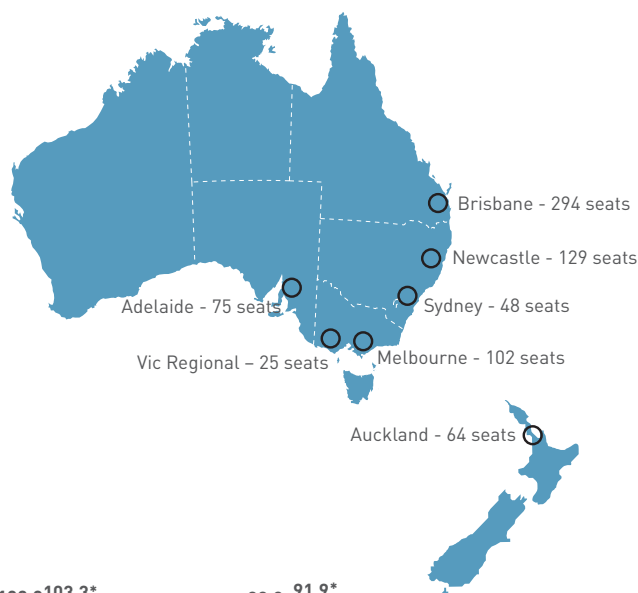


Our Strengths

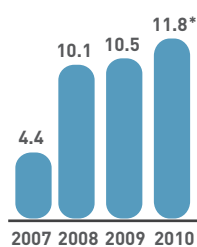
Our people, our ethical collection practices and our consistent performance make us specialists in our business and integral to yours.

LOCATIONS

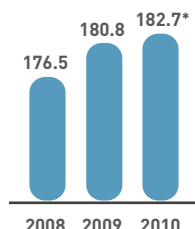
To meet our customers every need we offer Australia's largest collection network with offices in Queensland, New South Wales (2), Victoria (4), South Australia and New Zealand.



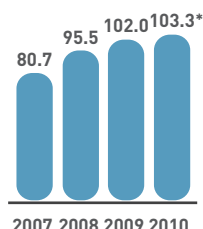
FINANCIAL PERFORMANCE



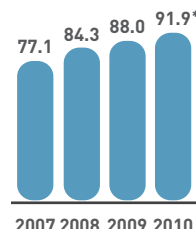
Underlying Profit (\$m) (pre-tax)



Consolidated Assets (\$m)



Revenue (\$m)



Net Assets (\$m)

CORPORATE GOVERNANCE

Collection House adheres to the highest levels of Corporate Governance in accordance with our status as an ASX listed company. Under our extensive Corporate Governance policies there is a strict Code of Conduct for Directors and Senior Management, a comprehensive Risk Management Policy, an Environmental Policy and Compliance Policy, among numerous other checks and balances designed to safeguard the interests of our shareholders, clients, customers and employees.

A full copy of Collection House's Corporate Governance Statement can be accessed via our website at www.collectionhouse.com.au

* Unaudited FY10 results to July 2010

Our People

This is what we do. Our people are, and remain, our most important asset.



QUALITY SKILLED STAFF

Our dedicated and highly skilled staff of over 580* are without doubt the heart and soul of our business. At Collection House we place the highest priority on creating a workplace which is both challenging and rewarding through offering a vocational environment that openly encourages continual improvement and the pursuit of best category work practices.

Through providing first class office and systems facilities and clearly mapped career development opportunities we are able to recruit and importantly, retain, quality, dedicated staff members who are fully attuned to our uncompromising service culture. A well defined bonus structure linked to key competencies and a range of staff incentives further assist in the retention of key staff and as a result of these initiatives over recent years we have increased the average tenure of our staff, which provides discernable continuity benefits for our clients.

TRAINING IS PARAMOUNT

Formalised development and skills programs help progress each of our valued staff members through every facet of their career with Collection House. This focus on training ensures the service our customers receive, and manner in which we deal with our clients, is unsurpassed in the Australian marketplace.

Our comprehensive training programs predominantly comprise operational training (specialist debt collection programs that can be customised to incorporate specific client needs) and compliance issues training (including [ACCC](#), [NCCP](#), [Privacy Act](#), [Collectors' Code of Conduct](#) and [Corporate Policy Procedures](#)). As the first Debt Collection Agency to obtain a Registered Training Organisation status, we are well placed to offer nationally recognised Training qualifications to our staff and will continue to build on this capability.



* As at July 2010

Our Services

Collection House leverages off a diverse range of specialist services contained within our five principal operating arms to deliver Australasia's leading end-to-end collections service.





Our Responsibilities

The cornerstones of our corporate culture are service excellence, adherence to the highest levels of compliance and ethical conduct, and wherever possible, making a meaningful contribution to the wider community in which we operate.

COMPLIANCE

Collection House is widely recognised as setting the compliance benchmark in ethical debt collection in Australasia.

Our commitment to these principles is reflected by the incorporation of the **“ACCC and ASIC Debt collection guideline: for collectors and creditors”** into our internal Collectors’ Code of Conduct.

Significantly, we were Australia’s first debt collection agency to be accredited under the **“Professional Practices Management System (PPMS)”**, a collection industry specific quality assurance program developed by the American Collectors Association to overlay ISO 9001.

As the first non-bank member of the Australian Financial Ombudsman Service scheme, we offer all our clients the capacity to access an independent external complaint and dispute resolution facility.

In line with our commitment to open and transparent business practices, we encourage our business partners to regularly audit our collection operations.



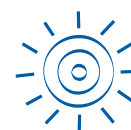
OUR SOCIAL RESPONSIBILITY

As a best practice enterprise, Collection House acknowledges our wider responsibilities to employees, the environment and community at large.

We are proud, as our staff are, of the fact that our national head office in Brisbane was Queensland’s first building to achieve a **6 Star, Green Star Rating**, in recognition of its outstanding energy efficient and environmental features.

We have also played a fundamental role in improving the financial literacy amongst young Australians, through our support and promotion of the **Financial Basics Foundation**. Since 2002, the Foundation has distributed free of charge invaluable financial literacy material to some 1500 secondary schools across Australia.

We are also proud supporters of the Smith Family’s **Learning for Life** program, which provides educational support for underprivileged children.



Financial Basics Foundation
making financial futures brighter

