

ASX ANNOUNCEMENT

24 May 2016

Collection House Limited (CLH) Appoints New Chief Executive Officer

Collection House Limited (ASX: CLH) today announced that experienced credit and collections senior executive Anthony Rivas had been appointed to the role of Chief Executive Officer, and would be commencing with the Company on Wednesday 6th July 2016.

Mr Rivas, who has more than 25 years experience in the collections and receivables industry across three continents, was most recently the Managing Director of Australian Receivables Limited (ARL), a wholly owned subsidiary of global customer service leaders EGS.

Collection House Group Chairman, David Liddy said that Mr Rivas would be an excellent successor to current CEO, Matthew Thomas and would build on the strong foundations and growth initiatives already in place.

“Anthony’s depth of experience and track record of profitable growth within our industry made him a stand-out candidate for the CEO succession,” Mr Liddy said.

“In his time at ARL, he successfully led and grew the company’s business operations in Australia and NZ, which included nine separate businesses covering collection services, debt purchasing, three legal firms, BPO-related business services, process serving, and financial hardship.

“His focus on performance improvement and process optimisation led to ARL being appointed to a Federal Government department debt recovery panel for the first time earlier this year.

“We will benefit from Anthony’s proven ability to drive results whilst building a productive culture, as well as his global experience and outlook.”

Mr Rivas said he was looking forward to joining the Collection House team, and would draw on his long history in the receivables industry to help deliver stakeholder value.

“I am excited by the opportunity to lead and grow the Collection House Group, and will look to build on the growth, diversification and reputation of the Group,” Mr Rivas said.

“My career to date has been focused on enhancing operations and optimising results in this industry, and I’ve been fortunate to work with significant credit and collections companies in a number of countries. I’m now looking forward to bringing the insights I’ve gained as a result of this experience to Collection House.”

Mr Rivas will succeed current CEO Matthew Thomas, who will be retiring on the 30th June 2016 as previously announced. Mr Thomas will be available to support the transition process after this time as required.

Key terms of Mr Rivas' Employment Services Agreement and his brief biography are attached.

For more information please contact:

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CHIEF EXECUTIVE OFFICER – EMPLOYMENT TERMS

Name:	Anthony Rivas								
Position:	Chief Executive Officer								
Start Date:	6 th July 2016								
Term:	3 years								
Remuneration – Base Salary:	\$400,000								
Remuneration - Short-term Incentives (STI):	<p>75% of gross package. 60% percent of the determined amount will be paid in cash and 40% deferred payment will be provided in CLH shares at the end of the contract period</p> <p>Performance hurdles include a minimum of 5% growth in EPS.</p>								
Remuneration – Long-term Incentives (LTI):	<p>3,000,000 performance rights. Performance period is 3 years commencing 1st July 2016.</p> <p>Performance hurdles include:</p> <ul style="list-style-type: none"> CLH's EPS growth over the Performance Period (calculated on a compound basis) to the Number of Performance Rights that will become exercisable* <table> <tr> <td>0% to 5.00%</td> <td>0</td> </tr> <tr> <td>5.01% to 7.50%</td> <td>1,000,000</td> </tr> <tr> <td>7.51% to 10.00%</td> <td>2,000,000</td> </tr> <tr> <td>More than 10.01%</td> <td>3,000,000</td> </tr> </table> <p><i>* Performance between 5% – 10% will be assessed on a sliding scale basis up to a maximum of 3,000,000.</i></p>	0% to 5.00%	0	5.01% to 7.50%	1,000,000	7.51% to 10.00%	2,000,000	More than 10.01%	3,000,000
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BIOGRAPHY: ANTHONY RIVAS

Anthony Rivas comes to Collection House Limited with over 25 years' experience in the area of Credit and Collections, and extensive international experience in three continents.

Anthony has served as Managing Director of Australian Receivables Limited since July 2015, after joining the company in 2013 to oversee operations and then being promoted when the Founder and CEO retired.

Australian Receivables Limited (ARL) is a wholly-owned subsidiary of EGS, a global customer service organisation with more than 40,000 employees in 70 locations across 11 countries. ARL is comprised of nine separate businesses, covering collection services, legal services (including litigation, personal injury, and strata law), process serving, debt purchasing, and hardship services.

With an initial mandate to optimise costs and address attrition, Anthony successfully led the team to achieve EBITDA targets each year under his leadership and improved staff turnover rates.

Anthony joined NCO/EGS in 2011, and led the Mexican operations for the company as Vice President of Operations. Here he was responsible for five facilities across Mexico, including collection agents, visitor agents, field attorneys and legal services. During his tenure, Anthony and his team nearly doubled "per collector" recoveries, whilst reducing operating waste and achieving double digit EBITDA. In addition, Anthony and his team managed world-class client relationships in roll rate management, front line collections and secondary to "dead reserve", for clients such as AMEX, Citi-Banamex, Toyota, Volkswagen, Scotia, and Telmex.

Prior to joining NCO/EGS, Anthony worked and consulted in India, Australia, UK, and the USA. His accomplishments included:

- Assisting companies to bring purchased debt portfolios to India for the first time
- Vice President of Operations/Training for Global Vantage (an OSI company) in the USA and India
- VP Operations at a 1000+ FTE facility, and surpassing US benchmarks for various clients in Bankcard and Telecommunications
- Various roles at Repcol Limited (previously an Australian listed company), where cost reduction efforts, debt-per-chased-portfolio sales and leveraging offshore centres provided the Board of Directors with the opportunity to sell the ASX listing and recover from serious economic challenges.

Anthony has managed debt portfolios for a major international debt purchaser and successfully participated in the sale and transition of the portfolios to International investors.

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His technical developments include building automated skip waterfall systems, leveraging fetch technology to the internet with no agent involvement; system upgrades to enhance collector and reporting efficiency, enabling real time reporting; and helping lead Performance Management System training for OSI's markets in the USA.

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Collection House Group - Overview

Collection House Limited

Debt collection and receivables management



CLH Legal Group

Legal services including insolvency administration



Lion Finance

Debt purchasing and recovery



ThinkMe

Licensed intermediary for the provision of credit



Collective Learning & Development

Credit management and related training services



Midstate CreditCollect Pty Ltd

Debt collection services, specialising in Local Government



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