

## CONTACT US



**Brix & Vinze**

CREDIT CONTROL  
PROFESSIONALS

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## FAQs

### 01 WHAT CAN BRIX & VINZE DO FOR YOU

Our aim is simple. To help small and medium sized businesses effectively and economically to manage their credit control functions. We pride ourselves on a prompt, personal service that's custom made to meet our clients' individual needs. Without question our primary focus is to gain payment from debtors, however, we will also nurture and build your customer relationships

### 02 WHAT ARE THE KEY BENEFIT TO YOUR BUSINESS

A professional credit control manager will be assigned to your business. We're not a call centre, we're a personalized service. Your accounts will not be passed onto the first available person; instead a designated manager will take control of your credit from start to finish.

### 03 MOST COMPANIES CARRY OUT CREDIT CONTROL THEMSELVES BUT DO IT BADLY

Most companies carry out credit control in-house and do it badly for many reasons with increased costs in overheads and resources, not the mention time wasted and in some cases the pain in being directly involved.

They then outsource to a third party debt collection company or a solicitor to recover funds which can be expensive but more importantly they do not take long term ownership and do not develop relationships.

### 04 WHATS THE DIFFERENCE BETWEEN CREDIT CONTROL AND DEBT COLLECTION

You might be thinking, "Isn't this debt collection". The difference is this: "Credit control is a customer relationship-building tool. Debt collection is relationship destruction"

It's our primary aim to reduce the need for, and therefore the cost of debt collection by early and regular contact with your debtors.

### 05 WHO DECIDES IF THE DEBT IS TO PROCEED TO LITIGATION

We both do. If we fail to resolve the debt with our initial approaches we will normally proceed to Litigation if we think it is likely to produce a positive result. However we are not obliged to do so and may decline to take the matter further if we think we can no longer be of any further help. You may decide to "Write it off", or transfer the case to the high court, or use your own solicitor.

