

20<sup>th</sup> March 2020



## **COVID-19 We're Here to Help – Business as Usual**

UK Search a niche collection, trace and data services business would like to help and work with you in these troubled times of the Coronavirus (Covid-19).

With many businesses suffering from staff shortages, reduced hours, limited working from home and difficult trading conditions UK Search have managed to mobilise resources and premises. We have developed digital strategies to help reduce the potential impact the Coronavirus is going to have.

We have five separate offices all in the same vicinity – so we can move staff resources around as appropriate. We also, have access to sophisticated e-communications (SMS, e-mails, mail master, and web-chat). We, therefore, believe we will have minimal disruption with the ability to work remotely in full operation if and when necessary.

By also utilising a communication strategy that drives customers to self-service via our customer portal, customers will be able to do everything they do over the phone, online, 24/7 at their own home such as:

- Make payments
- Set up payment plans
- Make their own affordability assessments
- Securely store card details for continuous payments
- See all of their account information
- Monitor and review all financial transactions
- Raise queries and disputes

In these difficult times, we remain relentlessly focused on providing the most excellent service and support you and your customers require and that you would expect. We would be willing to help in any way we can.

If you would like to discuss things further, please contact Ross on 07738 708657 or e-mail [ross@uksearchlimited.com](mailto:ross@uksearchlimited.com)