VCM
VICTORIAN COUNTRY MERCANTILE
Mercantile agent · Debt collection · Field calls · Process serving · Servicing regional Victoria and southern NSW
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Debt Collection: Fees and Terms

Commission on money we recover. No letter, admin, lodgement or upfront fees.

Our fees

Outstanding balance when referred	Commission (plus GST)
Under $1,000	25%
$1,000 to $4,999	20%
$5,000 to $10,000	15%
Over $10,000	10%

- Commission is charged **only on amounts recovered**, including part payments and instalments. No commission is payable if nothing is collected.
- The rate is set by the outstanding balance when you refer the debt.
- All rates are **plus GST** (VCM is registered for GST). You get a tax invoice for our commission.
- **No letter, admin, lodgement or upfront fees.**
- **Skip tracing and field calls** are charged in addition to commission. Skip tracing is carried out by a third-party provider and field call fees depend on location, so these are quoted case by case and only undertaken with your approval.

Example

Debt referred	Amount recovered	Commission	GST	You receive
$800	$800	25% = $200.00	$20.00	$580.00
$3,200	$3,200	20% = $640.00	$64.00	$2,496.00
$12,000 (paid by instalments)	$12,000	10% = $1,200.00	$120.00	$10,680.00 in one payment

Terms

- **Getting paid.** Your customer pays into VCM's client funds (trust) account with the Commonwealth Bank (account name Mark Francis Stevens t/a Victorian Country Mercantile, BSB 067-873, account 2702 4030). Once the debt is paid in full, we deduct our commission and GST and send you the balance within 5 business days of the funds clearing, with a statement.
- **Payment plans.** If your customer pays by instalments, each payment is held in the client funds (trust) account until the full debt is paid. We then send you the total in one payment, less commission and GST.
- **Progress reports.** We update you whenever there's contact with your customer or a payment is received.
- **Direct payments.** If your customer pays you directly after you refer the debt, tell us within 2 business days. Commission applies to that payment, and we'll invoice you (payable within 14 days).
- **Disputes.** If your customer disputes the debt, we pause and check with you. We won't chase an amount that's genuinely in dispute.
- **Your approval.** We won't start legal action or spend money on your behalf without your written approval. If you choose to go to court, court fees and any solicitor's costs are paid by you directly to the court or solicitor. VCM doesn't add any fee of its own.
- **How we act.** We follow the ACCC/ASIC Debt collection guideline and the law. We don't add collection costs to your customer's bill.

Questions? Call Mark on 0493 795 851 or email mark@victoriancountrymercantile.com.au.

Draft for review: have a solicitor (or the IMA compliance resource) check these terms before first use.