



PHILLIPS & COHEN
ASSOCIATES (UK) LTD.

GREATER MANCHESTER DEBT RECOVERY EXPERTS WIN THREE INDUSTRY ACCOLADES

The UK's only dedicated probate debt recovery company, Salford Quays based Philips & Cohen Associates (UK) Ltd, has been recognised by its peers and secured three industry awards.

The company won two categories at the inaugural CCR (Credit, Collections and Risk) Awards collecting both the contribution to the credit industry and the newcomer of the year awards at the ceremony in October.

The company has also been recognised at the Credit Services Association and Debt Buyers and Sellers Group annual conference where it collected *Best PR and Marketing award* for its role in founding the Samaritans Academy.

The Samaritans Academy was established by Philips & Cohen in partnership with The Samaritans to prepare staff to deal with customers in a compassionate and sensitive manner.

UK Site Director, Nick Cherry said: "Probate recovery is a very sensitive subject and we pride ourselves on the training we deliver to our staff. We do not typically employ people with a debt collection background, rather we look for high levels of customer service skills and people who can empathise with the situations our contacts find themselves in."

"Training is fundamental to our operation and our induction program provides an intensive course which lasts three weeks including specialist listening skills training by Samaritans. All our staff must graduate through our training academy prior to being given a portfolio of live cases."

Philips & Cohen has been operating out of Salford Quays since 2006 and is supported in its development by business advisory service experts at Grant Thornton UK LLP.

Philips & Cohen is also a finalist for the prestigious '*DCA of the Year (<£2M)*' award at the upcoming Credit Today conference.

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