CASE STUDY



Recovering overdue commercial debts across international borders requires a combination of local expertise, effective negotiation, and a commercially focused approach. This case study highlights how CCICM successfully recovered a significant aged debt on behalf of an overseas client while preserving an important business relationship.

Case Study: International Debt Recovery Case Study

The Client
CCICM was instructed by an international shipping and container logistics company to recover a substantial overdue debt of £36,000 from a UK-based fresh food supplier. The debt, which had been outstanding for approximately 10 months, related to a commercial business-to-business (B2B) transaction within the United Kingdom. The debtor had failed to settle the balance, citing cash flow difficulties caused by non-payment from its own customers, as well as challenging trading conditions within the fresh food sector..

The Challenge
The primary challenge was balancing the need for swift debt recovery with the preservation of a long-standing commercial relationship.

The debtor acknowledged the outstanding balance but argued that financial pressures within the fresh food sector had adversely affected its ability to make payment. In addition, once recovery discussions progressed, the debtor requested that collection costs be waived.

However, our client considered the debt's age and the disruption caused to normal business operations sufficient justification for seeking recovery of both the principal balance and associated costs. This required a carefully managed approach that remained firm on the client's objectives while encouraging constructive engagement from the debtor.

The Recovery Process
An experienced CCICM Commercial Debt Recovery Specialist established direct communication with the debtor's senior management, including the CFO, to progress a complex case. Using a structured negotiation approach, they maintained consistent communication, acknowledged trading challenges, and reinforced the client's position while focusing on practical payment solutions. Through firm yet commercially sensitive negotiation, the specialist pursued recovery of both the principal debt and collection costs, ultimately securing engagement from the debtor and accelerating the case toward resolution.

The Outcome
CCICM successfully secured payment of the outstanding balance in full within just four weeks of instruction.
Results Achieved
- 100% recovery of the principal debt (£36,000).
- Recovery of collection costs in full.
- Payment secured within four weeks.
- No legal action required.
- Trading relationship preserved between both parties.

The outcome exceeded expectations and demonstrated the value of experienced commercial debt collection professionals.

This outcome further reflected the strength of the recovery process, with the debtor expressing significant confidence in CCICM's professional approach and effectiveness, subsequently engaged CCICM as a client.

Benefits of Partnering with CCI Credit Management

Global Reach with Local Expertise: Access experienced multilingual debt recovery specialists supported by in-country partners across more than 130 jurisdictions.

Local Jurisdiction Knowledge: Benefit from collection activity conducted within local legal frameworks, languages, cultures, and currencies.

Comprehensive Recovery Solutions: From debtor tracing and asset investigations to litigation support and enforcement action, we provide a complete international recovery service.

UK-Based Case Management: All cases are centrally managed by our UK team, ensuring consistency, transparency, and accountability throughout the recovery process.

Protect Your Reputation: Our professional and compliant recovery strategies safeguard your organisation's reputation while maximising recovery outcomes.

Real-Time Case Visibility: Monitor the progress of referred accounts through live case status updates and reporting.

Focus on Your Core Business: Leave the complexities of international debt collection to our specialists while your team concentrates on day-to-day operations.

About CCI Credit Management

CCI Credit Management (CCICM) is a multi-award-winning UK credit management and debt recovery specialist with more than 40 years of experience delivering results in credit control and debt collection.
- Trusted by governments, banks, accountants, asset-based lenders, turnaround professionals, private equity firms, multinational corporations, and SMEs.
- Headquartered in the UK with a global footprint of 90+ partner offices
- Fully FCA authorised and regulated, with ISO 9001 and ISO 27001 accreditation
- Proven expertise in complex, high-value, and cross-border debt recovery matters.

Flexible, Results-Driven Pricing Model

No Win, No Fee Debt Recovery: Contingency-based pricing ensures you only pay for successful outcomes.

Debt Portfolio Purchasing Options: Ability to acquire debt portfolios, with tailored evaluations for each opportunity.

CREDIT MANAGEMENT ***Contact Us:*** Email: Sales@ccicm.com Telephone: +44 (0) 1766 77 22 88 / +44 (0) 7831 293 746