




New Integrated Credit Solutions (NICS\*) piloted the Registered Email service to determine whether this would be an effective channel to improve collection rates with debtors.


The Brief

To collect debt for a tertiary education provider with a debtors' book **12 months in arrears.**



The Approach

NICS sent a Section 129 notification by **Registered Email** to the debtors to elicit payments.



The Results

**Less than R10,000 was spent on Registered Emails and over R1 million was collected from the debtors.**

Of the debtors who responded:

- 23% made contact and queried the email
- 59% made payment arrangements
- 18% settled their outstanding debt in full



**Why does a Registered Email increase collections?**  
A Registration Certificate, showing the complete audit trail of the Registered Email communication, is generated and sent to the debtor after the original email is delivered.  
The formal, legally binding nature of this communication elicits a payment response.

*"We will definitely use Registered Communication going forward. This innovative technology certainly aids our digital business strategy and is another effective tool to collect outstanding debt."*  
– Caleb Makakaba, Operations Director  
\*NICS is a well-established national provider of credit management and debt recovery solutions

