

13<sup>th</sup> May 2010

Mr W Bekesi  
MCS Mercantile collection Services Pty Ltd  
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Hell Wade

**RE: Mercantile Collection Services' Accounts Receivable Management Service**

I would like to thank you for the service you have provided in assisting us with our Accounts Receivable Management. The ease of the process in sending you a list of our account customers and you making the calls on behalf of our company has worked well. It has increased our customer payments dramatically as in the past getting around to making the follow up calls just wasn't happening.

I have been very impressed with the manner in which your team has made follow up phone calls, re-issuing invoices & negotiating payments. It has proved far more efficient than using our admin staff that has little experience in maintaining control over our debtors. This has saved us a great deal of time and has increased our cash flow.

We appreciate the manner in which our accounts receivable officer closely monitors our accounts and will advise to proceed with debt collection if necessary. However, to date we have not had to submit any accounts to debt collection due to the effectiveness of the Accounts Receivable Management service.

We are very pleased with the results we are gaining from Mercantile Collection Services' Accounts Receivable Management service and would recommend this service to any company looking at improving control over their debtors system, saving time & increasing their cash flow.

Regards



Andrew Russo