

Automated Telephone Payment Line

Jacobs are pleased to introduce an automated telephone payment line which enables debtors to make payments directly from their mobiles or home telephones, 24 hrs a day, 7 days a week.

The introduction of this facility offers more choice to debtors on how and when to pay, and thus further removes barriers to making payment and allows greater inclusion.

The Telephone Payment line will also be shortly available in the Welsh Language, and this further underlines Jacobs commitment to the development of our services within Wales.

Paula Jacobs, Partner of Jacobs said “ We are always seeking to improve our services by introducing new and innovative ways of working. The automated telephone payment line will give debtors greater choice on how and when to make payments, thus we will maximise collections for our clients. Call Centre advisors, who would normally deal with telephone payments either from debtors or Bailiffs will now be released to concentrate on more complex calls and to undertake pro-active debt recovery telephone calls and SMS messaging, as part of our debt recovery services”

The telephone line is **0845 452 2300** and will be available from 21st December 2009.