



The Arms Group (WA) Pty Ltd – ABN 76 097 966 464

Accounts Receivable Management Services
Credit Control Managers
Managed Payment Plans

ARMS Profile

Established in 1975, The ARMS Group is a wholly Australian owned and operated group of companies with offices in Perth, Sydney, Melbourne, Melbourne, Hunter, New Castle, Canberra, and Auckland - New Zealand

Mark Roberts, Director of The Arms Group (WA) Pty Ltd, has been involved with the Debt Collection Industry and with the Arms Group for over 14 years.

The proprietors, Mark & Sarah Roberts, are integrally involved in the day to day operation and management of the business to ensure that we continue to service our clients in an efficient, friendly and reliable manner.

The Arms Group reflects the values and standards of its partners and our clients' benefit from this professionalism, integrity, efficiency and enjoy an excellent working relationship with a group of competent and friendly people.

Our philosophy is simple, *Service our Clients*.

Strategic Partnerships & Subscriptions

The Arms Group has established numerous long term strategic partnerships and subscriptions to other professional organisations so that we can maximize our services and effectiveness for our clients.

Terms of Trade

We can implement Terms of Trading (Applicable under West Australian Law) suited to your business which can provide your organisation with a greater level of protection, and provide ARMS with the tools it needs to achieve a lower cost/more successful collection performance.

Code of Conduct

The ARMS Group is a member of the Institute of Mercantile Agents (IMA) and the Australian Collectors Association (ACA).

As a Member of the IMA and the ACA we agree to be bound by all State, Territory and Commonwealth Laws relating to the operation of a mercantile agency and to adhere to all legislation relating to Consumer and Fair Trading practice.

Our Aim

"To provide your business with a efficient, friendly and reliable Accounts Receivable Management Service that will enhance your operation by improving your cash flow, reducing your debtors, increasing payment adherence, whilst reducing your administrative costs."



ACCC Releases Section 60 Guidelines

The Australian Competition Consumer Commission has released guidelines with which ALL companies must comply when collecting their accounts receivables.

The guidelines include matters such as :

- The times (of the day) when you can legally call
- Who you can talk to about accounts
- Harassment

The ARMS Group complies with all of these requirements.

Privacy Statement

When collecting personal information the ARMS Group complies with the Privacy Amendment (Private Sector) Act 2000.

We shall only collect and use personal information in connection with processing credit checks, performing debt collection, and for marketing other products to you. All personal information remains with the ARMS Group and will not be sold, traded or shared with anyone other than our related companies and agents as necessary for credit checking and debt collection purposes.

The ARMS Group will do its best to ensure that personal information provided by you is up to date and accurate and that all such personal information is kept secure and cannot be accessed by unauthorised people.

The ARMS Group will not use or disclose or permit the use or disclosure of any personal information unless you have provided your consent to such use or disclosure or the use or disclosure is authorised or required by law.

You are entitled to access the personal information that the ARMS Group holds about you, and amend it.

If you would like to review or amend the personal information the ARMS Group holds about you, please email us at privacyofficer@armswa.com.au

MARK ROBERTS

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Managed Payment Plans – Accounts Receivable Systems

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