

Case Study

BURT AND ASSOCIATES



Prepared by: The Marketing Department

Period covered: Jan 1, 2020 - Jan 1, 2021

Introduction

Key Facts

- **Client:** Acme Supply Co.*
- **Industry:** Plumbing and Electrical Supplies
- **Debtor:** Delta Construction Services*
- **Location:** Oklahoma City, OK
- **Initial Debt Amount:** \$34,716.29
- **Debt Age:** Over 12 months

Acme Supply Co., a major supplier of plumbing and electrical supplies in Oklahoma City, engaged Burt and Associates to recover an overdue debt of \$34,716.29 from their debtor, Delta Construction Services. Despite initial payment arrangements, Delta Construction had missed multiple payments, severely impacting Acme Supply's cash flow..

Challenges

1. **Missed Payments:** Delta Construction initially agreed to a payment plan but failed to comply consistently, leaving the debt unresolved for over 12 months.
2. **Complex Negotiations:** The debtor's inconsistent communication and delayed responses made maintaining a structured payment plan difficult.
3. **Aged Debt:** The older the debt, the more challenging it becomes to recover the full amount, as debtors may deprioritize payments or dispute terms.

Financial Highlights

Quick Numbers

100%

BIF - Balance in Full

12

Months

+34k

Total Amount Recovered

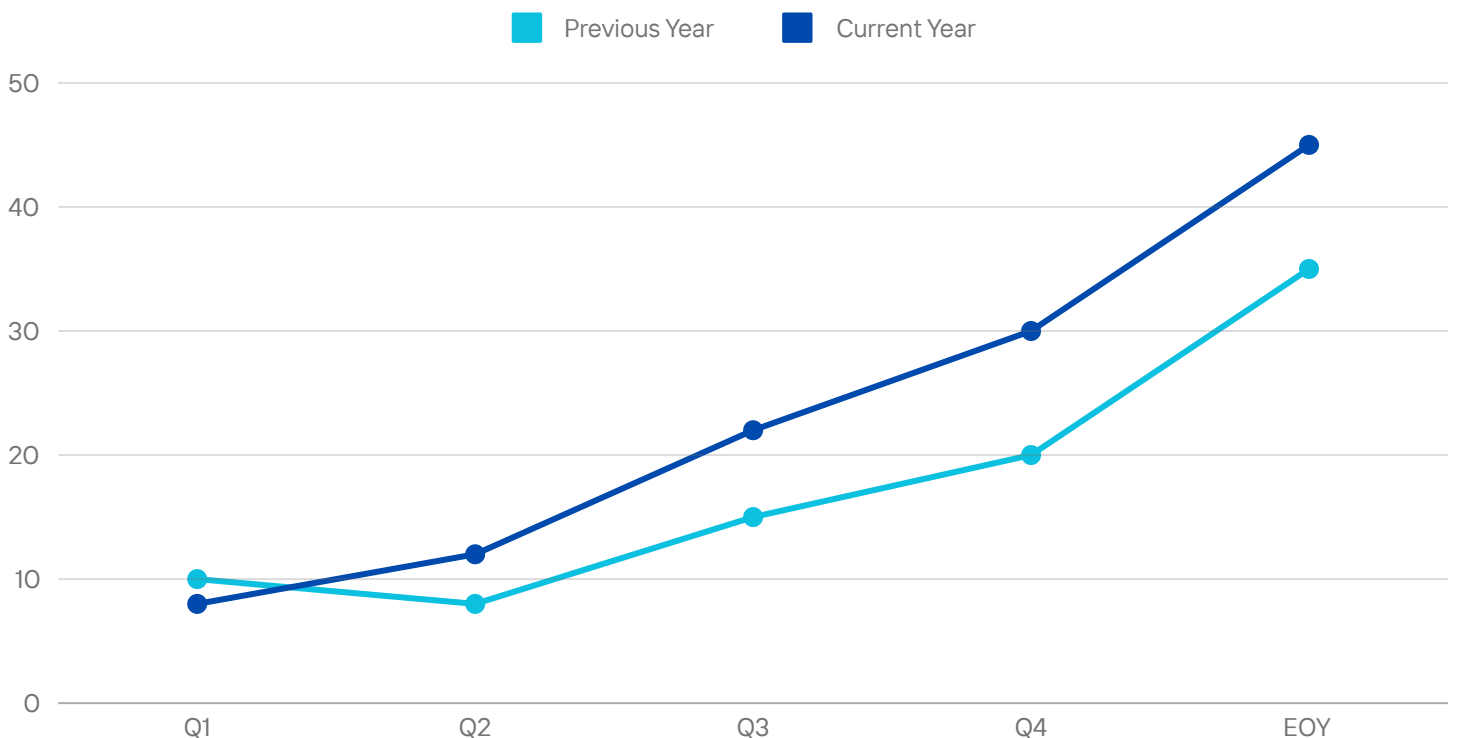
Payment Progress Over Time

This chart compares the projected payments against the actual payments received from Delta Construction Services as part of the recovery agreement with Acme Supply. The goal was to resolve a \$34,716.29 debt through structured monthly payments.

Q2: Significant improvement in payment consistency after renegotiating payment terms.

Q4: A slight deviation due to a payment default that was quickly corrected, showing strong recovery strategy implementation.

End of Year (EOY): Payments have reached the planned recovery rate, closing the debt significantly.



This chart displays Acme Supply's monthly payment progress, as arranged in the payment plan established with Delta Construction Services. The data tracks the consistency of payments over time,

from the initial amount to the current standing. The structured payment plan has helped recover a substantial portion of the debt, ensuring cash flow improvement and financial stability, Acme Supply.

Approach by Burt and Associates

Burt and Associates employed a structured recovery strategy with Acme Supply, focusing on building debtor trust while firmly negotiating to ensure compliance with the agreed terms. The key steps included:

- **Structured Communication:** Systematic follow-ups with Delta Construction, including phone calls and emails, ensuring communication was well-documented.
- **Payment Plan:** Initially, the debtor agreed to pay \$3,500 monthly, with post-dated checks and an ACH draft setup. This allowed Acme Supply to anticipate cash inflow and better manage financial planning.
- **Firm Follow-up on Defaults:** When Delta Construction failed to honor payments, Burt and Associates used negotiation tactics involving discussions on lien rights, legal escalation, and frequent follow-up to encourage compliance.

Add context to the donut chart. How does it describe part-to-whole relationships? What factors might be contributing to the differences in percentage? What other observations are worth highlighting?

Growth in Audience Engagement

Debt Recovery Timeline

- **January 2020:** Burt and Associates contacted Delta Construction and established a payment plan of \$3,500 monthly installments, with ACH drafts arranged for the 15th of each month.
- **February – May 2020:** Regular payments were made as per the agreement. Each payment was followed up with consistent confirmation.
- **August 2020:** A post-dated check arrangement was made to secure future payments.
- **December 2020:** The debtor defaulted on an automatic payment. Burt and Associates intervened immediately, speaking with the debtor to resolve the NSF (non-sufficient funds) issue.
- **January 2021:** The payment plan was reinstated after a successful negotiation, and all remaining payments were completed as scheduled.

Resolution

Acme Supply's \$34,716.29 debt was successfully recovered through professional negotiation and continuous monitoring. The debtor resumed and fulfilled their payment obligations, ensuring full debt recovery without legal action.

- **Outcome and Key Takeaways**

1. **Debt Recovery:** Burt and Associates recovered 100% of Acme Supply's debt, restoring its cash flow.
2. **Payment Plan Strategy:** The structured payment plan allowed Acme Supply to recover the amount over a set period, reducing the financial burden of the aging debt.
3. **Professional Handling:** Despite initial resistance from the debtor, the firm but professional approach maintained business relationships while ensuring compliance with payment terms.
4. **Proactive Communication:** The key to success was consistent follow-up and effective communication that kept Acme Supply and Delta Construction engaged throughout the process.

*“Success is the sum of small efforts,
repeated day in and day out.”*
- Robert Collier

Reach Out

For questions, comments, or suggestions, email the team at sales@burtcollect.com.

Business to Business Debt Collection

Transform Your Business with Better Debt Collection

At Burt & Associates, we help you recover more with less effort. Our strategies yield a 33% higher collection rate, ensuring your business stays on top.

[Request a Quote](#)

[Our services](#) →



**Names used in this case study are fictitious to protect the identity of the parties involved. However, all amounts, timelines, and other details accurately reflect the real scenario*