

A CreditToday event

Debt Collection Awards 2014

The Debt Collection Awards 2014 marked the eighth outing of the debt collection and purchase industry's landmark award ceremony.

The night's 400-plus guests enjoyed a convivial atmosphere, boosted by the jokes and good natured ribbing of host Lee Nelson, at the Midland Hotel in Manchester.

The awards themselves were presented by Nelson along with *Credit Today's* managing editor, Fred Crawley.

Among the year's most hotly contested awards were debt collection agency of the year, compliance team of the year and in-house collections team of the year.

2014 marked the first time, however, that the scheme saw a joint winner of an award. The fundraising campaign of the year award, freshly introduced for 2014, ended up being split between two equally worthy winners, after intense discussion on the judging panel.

Congratulations go to them, and to all of our other winners. We hope to see you all again next year.

Best Customer Initiative *MBNA*



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MBNA's specialist collections team has showed not only the company's core commitment to vulnerable customers, but a willingness to collaborate with a wide variety of sectors to reach the right outcomes for them.

Best Use of Technology – In-house *Credit Resource Solutions*



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Credit Resource Solutions showed great creativity in blending different technologies together, benefitting the customer experience through finding new ways to engage and interact.

Best Use of Technology – Service provider *Striata*



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Genuinely cutting edge and innovative at a time when the industry sorely needs it, the panel unanimously voted to put Striata at the top of this category.

Compliance Team of the Year *1st Credit*



Presented by



Winning this award for an astonishing fifth year in a row, and despite superb performances from other entries, 1st Credit has managed to maintain an impressive lead on the competition when it comes to its compliance function.

DCA of the Year *Robinson Way - part of Hoist Finance*



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Putting in a superb performance following a large-scale integration, and against a backdrop of industry-wide change, Robinson Way's shrewd commercial action and impressive commitment to people made it the unanimous winner here.

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Debt Purchaser of the Year *Arrow Global*



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Following a barnstorming year in which it posted formidable financial results, broke new ground and achieved real innovation in its internal and external processes, Arrow Global was named Debt Purchaser of 2014 by the panel.

Enforcement Team of the Year *Burlington Group*



Presented by

Winning this award for the second time in a row, Burlington Group impressed judges by managing to build on its achievements across all category criteria and deliver big results for 2014.

Fundraising Campaign of the Year *Joint winners – 1st Credit & Talkingtech UK*



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After a lengthy argument as to the merits of these two fantastic and very different schemes, voting amongst the panel of 10 judges resulted in a genuine dead heat, and thus the unprecedented awarding of a joint winner.

In-house Collections Team of the Year *Ealing Council*



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Judges felt that Ealing Council was exemplary in going above and beyond the call of duty to implement government requirements, and had made a great collaborative effort across multiple departments to support vulnerable customers.

Legal Recovery Firm of the Year *BW Legal*



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BW Legal impressed judges with its innovation, solid organic growth, and ability to evidence a clear journey towards a single customer view.

Tracing Team of the Year *HMRC*



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After much deliberation and a very tight vote, the panel awarded HMRC Tracing Team of the Year in recognition of the journey the revenue has been on, the difficult context of its work, and its commitment to continuous improvement.