

Commercial collections

Summary

Although consumer debt receives a great deal of media attention, business-to-business debt accounts for a significant portion of the debt recovery market. There are various regulatory bodies on the consumer collections side of the market, but there is not an established regulatory organisation governing the recovery of commercial debts.

There are certain circumstances – primarily, where the business is a sole trader or partnership and the debt is a Consumer Credit Act 1974 regulated credit agreement – in which the business owing money would likely be considered a “consumer” and recovery activity would therefore fall under the governance of the Financial Conduct Authority (FCA). In most other circumstances, business-to-business debt does not fall within the regulatory jurisdiction of a particular organisation.

With this in mind, the Credit Services Association included Commercial Collections within its Code of Practice, to encourage best practice in this area of the debt recovery market. Section 12 of the CSA Code of Practice sets out the requirements for Members involved in commercial debt collection, however, these Members should also give due regard to the entire Code of Practice.

Those involved in the recovery of commercial debts should also ensure compliance with the Late Payment of Commercial Debts (Interest) Act 1998, particularly in relation to any compensation or interest charged against commercial debts.

If you are interested in using the services of a commercial debt collection agency, you can use the [CSA Members Directory](#) search facility to find Members offering this service.

Alternatively, if you have concerns that a commercial debt collection agency is acting in breach of the Code of Practice, you may wish to review our Complaints Procedure.

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