

10<sup>th</sup> November 2020

Bromsgrove Vets  
5 Kidderminster Road  
Bromsgrove  
B61 7JJ  
01527 889810

Hagley Vets  
12 Kidderminster Road  
Hagley  
DY9 0QD  
01562 883621

Rubery Vets  
165 New Road  
Rubery  
B45 9JW  
0121 516 0301

Pet Fitness & Rehab Centre  
Unit 2  
Rear of 24-26 Worcester Road  
Bromsgrove, B61 7AE  
01527 889810



**Out of Hours Emergency Care 01527 889810**  
Ask our team for more information and charges.

Email enquires [theteam@clenthillsvets.co.uk](mailto:theteam@clenthillsvets.co.uk)



To whom it may concern:

I am the Practice Director and previous practice owner of Clent Hills Vets. We are a relatively large practice with 4 branches and approx. 11,000 active patients.

In 2006 I was introduced to Linda & Mike and Debt Solve through a friend as I was at my wits end with several other debt recovery companies that I had used. Our debt at the practice was out of control and I felt like many of the companies I tried, promised the earth, delivered very little and charged me a lot of money, which was having a huge knock on effect to our P&L.

After speaking with Debt Solve we agreed to move a selection of debtors – old and new to them as a trial. I was amazed that within only a few weeks they had recovered far more than our previous company had in months. I had previously experienced companies putting all the resources on to a new client for the first few months to ‘make a good impression’, so I was still a little sceptical, however 14 years later I am still with them and they are still delivering the same (if not better) results for me and for my Practice.

DSL are always on hand – I can always pick up the phone to Linda, Mike or one of the team and have a chat about anything that I might be concerned about. They give me realistic feedback on the debt and if they think there is a chance of recovery or not, which I find invaluable. After 14 years they know our quirky little industry as well as anyone. They know when to tread lightly and when to apply a firmer stance. They always go the extra mile – they are practically detectives, when it comes to trying to find out where people are, or what they own.

I can honestly say that DSL have been an integral part of the team at Clent Hills, I wouldn't move my debt recovery anywhere else

Regards



Rebekka Fiorani  
Practice Director