

COMPANY PROFILE

2021



groenewald lubbe
national debt collection lawyers



WHO ARE WE

011 919 8000
info@gla.co.za
www.gla.co.za
31 Harley Street
Ferndale
Randburg

Groenewald Lubbe Attorneys (GLA) is an incorporated law firm, established during 2003.

We specialize in collections and recoveries, including early stage, pre-legal and legal, with a national legal action footprint.

Our clients include commercial banks and corporate entities.

GLA's employment demographic is compliant with the relevant Employment Equity Act.

Our current staff compliment is in excess of 250 individuals.

GLA is proudly South African and a B-BBEE Level 1 Contributor.





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VISION

CONTINUED ORGANISATIONAL GROWTH AND SUCCESS IN OUR INDUSTRY OFFERING DIFFERENT LEGAL EXPERTISE. CONTINUE TO WORK AS TEAM GLA BY LIVING OUR CORE VALUES.

MISSION

SERVE OUR CUSTOMERS WITH THE BEST AND MOST APPROPRIATE FINANCIAL SOLUTIONS, OFFERING THEM PEACE OF MIND IN THE ENTIRE PROCESS. EXCEED OUR CLIENT'S EXPECTATIONS AND TO CONSTANTLY SEEK NEW INNOVATIONS AND METHODS THAT WILL INCREASE OUR COMPANY'S EFFECTIVENESS.



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CORE VALUES



EXCELLENCE



DRIVE



PASSION

POSITIVE ATTITUDE

INTEGRITY

CUSTOMER FOCUS

PROFESSIONALISM

DIVERSE CULTURE

AUTHENTICITY

TEAMWORK

COLLABORATION

ETHICS



COMPANY STRUCTURE

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JACQUES LUBBE

DIRECTOR



Legal
Business Intelligence
Collections
Data
Technology & Systems

BHAVNA KALYAN

DIRECTOR



HR/Payroll
Quality Assurance

HEINIE GROENEWALD

DIRECTOR



Finance
Admin
Office Admin
IT



WHAT WE DO BEST

011 919 8000
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COLLECTIONS

GLA makes use of Swordfish Debt Collection Software to implement client specific collection strategies and processes.

Call center agents making full use of a power dialler & campaign building methodology.

With a fully integrated live trace functionality, we have the ability to trace debtors and obtain data that is current & any movement by the debtor in the retail or credit industry will be updated to our system.



LEGAL ACTION

GLA litigates nationally for all our commercial clients with jurisdiction in all the Magistrate's Courts, Regional Courts and High Courts in South Africa.

Our Correspondent Attorneys make use of Swordfish Software to receive, print & distribute all legal documents reducing cost and turnaround times. We also make use of a fully integrated Sheriff and Correspondent Attorney module, to manage updates, documents, invoicing and payments.



RECOVERIES

Depending on the mandate, recovery of late-stage accounts will commence in our call center.

The entire process is managed on Swordfish with all the relevant departments and individuals having full access and updating the same matter.

Our core management team have more than 25 years experience in the industry, ensuring our clients are exposed to best-in-industry processes and strategies.



SOFTWARE & SYSTEMS

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Swordfish Debt Collection Software is a cloud-based system fully integrated into our collection processes. GLA is making use of various features, including: Self-help Debtor Portal, Live Chat & Trace, fully automated Chat Bot (Archi), power dialler & Click-to-dial, centralised e-mail, Bank Verification, DebiCheck & RMS, Payment Gateways & Registered Communication.



GoldFish is a quality assessment and coaching tool. GLA is capable to view various reports, summaries and graphs that assist management with identifying contact center agents' strengths, achievements and areas or opportunities requiring improvement or development. The software randomizes calls for scrutiny.



FileFish manages a variety of departments and processes within the business. Functions including: Financial management between GLA and our clients, Sheriff and Correspondent Attorney management, HR and additional employee management with document archiving.



WHAT DISTINGUISHES GLA?

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SOME HIGHLIGHTS

PERFORMANCE

We pride ourselves to be the Top-Performer on the panels that we serve.



EXPERIENCE

More than 18-Years' experience in the industry as a company and more than 25-years for the management team.



TECHNOLOGY

Technology applied to optimize collections.



TEAM

Diverse staff complement. Motivated team. Loyal – Our core staff compliment has been with the company for 18-years.



FOOTPRINT

National Legal Action Footprint.



SOME OF OUR VALUED CLIENTS

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