



PROCESS  
SERVERS

Best for Process, Best for Service

PROFESSIONAL,  
RELIABLE &  
AFFORDABLE  
FIXED FEE  
PROCESS  
SERVERS AND  
TRACE AGENTS



FIXED FEE

PROCESS SERVERS

# Professional, Reliable and Affordable

## Process Serving expertise with the personal touch

For over a decade, ASH (UK) Process Servers Limited has grown to become one of the UK's most service-focused process serving providers, with an enviable reputation for ensuring that legal documentation and correspondence is served professional and personally.

We pride ourselves on a personalised approach and strive to build longstanding relationships with clients seeking nationwide coverage through a single provider, whilst ensuring that each individual serve is given the attention it deserves.



We hold director membership of the Association of British Investigators (ABI) - the industry's self regulating body - and Nicola Ashby is also a Fellow Member of the Institute of Paralegals (IoP). Leading by example, we work with only the best process servers in the industry, recruited for their tenacity and 'can-do' attitude. Through this network we are able to effect personal service of any documents, anywhere in England and Wales, for a pre-agreed fixed fee.

## Best Practice, perfected

In the execution of legal matters, accuracy is all-important. We ensure that all statements, certificates and affidavits are in a fixed format, prepared in-house by our knowledgeable administrators, rather than by process servers in the field which holds margin for error. These proofs of service are then checked and signed by the local process server, ensuring a quick, reliable, and accurate return.

Daily monitoring of all instructions, from receipt to return, and emailed case updates after each attendance are supported by latest technology, enabling accurate reporting in easy to read formats.

Attention to detail - we hold scanned copies of all proofs of service and served documents, and provide both original and electronic proofs of service, so you don't need to waste time scanning file copies or photocopying. These are just a few examples of what differentiates us from other firms.

## Our Price Promise

Clear and transparent when it comes to pricing, we are committed to providing the best possible service for a competitive fixed fee. Trial us against any other process server and we are confident that you will not find a comparable service for less.



# Our Service Commitment

**We are committed to upholding our reputation for excellence.**

# SERVICE

FIRST

We pledge to:

Process new instructions on the day they are received and forward them to our local process server

Make use of all information provided to us with each instruction

Email confirmation of receipt of instructions and issue regular updates of attendances made or when service has been effected

Ensure all updates are accurate, clear and concise

Make multiple attendances where required

Make all necessary local enquiries to confirm residency

Ensure that your statement or affidavit is concise, accurate and in a fixed format every time - with a full copy, including exhibits, provided as a scan or paper copy

Return a Final Report with each instruction for you to hold on file, detailing all attempts and enquiries made

# Services Offered - Process Serving

## Standard Service

Clients tell us this service is anything but 'standard', but this is your option for non time-critical service, and includes

- 1st attendance endeavoured within 3 working days of receipt of paperwork
- Up to three visits to one service address
- All on-foot enquiries required to establish information and confirm residency
- In-house database enquiries prior to on-foot attendance to establish useful information to assist with service such as residency data, telephone numbers, ages
- Regular updates when visits have been made, and suggestions on progressing particularly troublesome and evasive matters
- A proof of service prepared in a fixed format, and suitable for Court requirements

## Urgent Service

For time sensitive matters, same and next day services are available. You get everything listed above, on a more urgent basis.

## Bespoke Service

When you need something 'more', we can provide a bespoke service to accommodate all kinds of requests. We can schedule multi-location timed serves, 'watch and wait', & 'be on stand-by' services to name a few.

## International Service

We don't just serve documents in England and Wales. We can arrange service anywhere in the world, and liaise with local agents in these countries to obtain quotations and monitor service, adhering to your specific instructions whilst being mindful of local area laws and restrictions.

Nearly all our process serving work is conducted on a fixed fee basis. Please call the team on **01543 888218** to confirm a quotation, or email [enq@ashprocess.co.uk](mailto:enq@ashprocess.co.uk) for our current Price List.

# Services Offered - Trace & Asset Enquiries

## UK Tracing Service

All our UK based tracing work is conducted on a no find no fee basis, meaning you only pay for our trace work if we are able to confirm a positive result for you.

Our tracing service can be used to confirm

- Residential address traces
- Company trading addresses
- Individual employment details

## International Tracing Service

We are able to offer international tracing services, both on a no find no fee basis. We offer in-depth Pre-Sue and Asset reports to assist clients in considering their enforcement options.

## Pre-Sue & Asset Reports

For more complex cases, or where your client is considering the prospects of recovery of a debt, our Pre-Sue and Asset Reports can provide a valuable insight into the financial position of a debtor, and include

- Confirmation of a current address
- Employment Details
- Details of any assets located during our enquiries
- Social and lifestyle indicators
- Directorships
- Adverse Credit Information

..... and anything else we can come across which you may find useful

For a fixed fee quotation, please call the team on **01543 888218** or email [enq@ashprocess.co.uk](mailto:enq@ashprocess.co.uk)



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# Services Offered - Field Agent Services

With a UK wide network of field agents we can assist you with a 'man on the ground' when you need us. This includes

- Residential occupation enquiries for clients looking to gain possession of property
- Company trading status or asset enquiries
- Physical calls to request insurance details, documents, or information from people who are unwilling to engage in correspondence with you
- Form signing and witnessing
- 'Look out' services to locate vehicles or other assets
- Document collection and drop off
- Issuing or collection of documents from Court
- Courier service for large document bundles

On most occasions this work can be done on a fixed fee basis. Please call the team on **01543 888218** or email [enq@ashprocess.co.uk](mailto:enq@ashprocess.co.uk) for further information, or a quotation.

# Discounts Available

We don't believe that if you use our services regularly, you should pay the same fee as someone who only uses us once. This is why we have a discount scheme.

Instructions received from all offices within your firm are monitored on a monthly basis, and a discount applied to your account based on use-age.

The discounts are applicable on most of our services, and are firm-wide.

<b>Average Instructions Per Month</b>	<b>Discount %</b>
5-10 instructions	5%
11-20 instructions	10%
21-50 instructions	15%
51-100 instructions	20%
101+ instructions	25%

The more that you and your colleagues use our services, the greater the discount you will benefit from.

If you are a new client and know your anticipated volumes will qualify you for a discount, call Nicola Ashby on 01543 888434 and we will be happy to apply an introductory discount.

# Your ASH Team Contacts

DIRECTOR

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# What Our Clients Say.....

"Thank you!!!! You are all **terrific!!!!**"

'Service received from you was **excellent** - as always!"

'This has been a **very speedy and efficient service** which does make me question the service I got from the last company to which I sent instructions for 10 years'

'**Way above and beyond expectation**'

'It has been a **pleasure doing business with you**, and I would not hesitate to recommend you'

'**First Class Service**'

'Wow, **fantastic**, that's amazing, I wasn't expecting that, **excellent!**'

"**In a world where expectations are high, and not often met, Nicola and the team at Ash continue to better them. Making one phone call and knowing that the job will be done makes a refreshing change.**"

"Thank you very much for this service **handled so efficiently**"

"Many thanks Michelle for an **excellent service**"

"The service provided by Nicola and her colleagues at ASH is **second to none** in terms of reliability, value and discretion where necessary. **I would not hesitate to recommend the whole team.**"

"The **standard of service** we receive is the **reason we wouldn't use anyone else.** "

"I have worked with Nicola and all at ASH for over six years both as a client and as a service provider. During this time I have found her to be **extremely professional, knowledgable and extremely easy to work with.** I highly recommend Nicola and ASH."

"This was the first occasion I have used your firm and I wanted to **compliment you on the service** provided in respect of this matter. I shall have no hesitation in using you in the future and recommending you. Many Thanks"

"Efficient service at the **right price**"





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## ASH (UK) Process Servers Ltd

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