





# TWCU CREDIT UNION CO-OPERATIVE SOCIETY LIMITED

*Established 25th May, 1950: REGISTERED 17<sup>th</sup> JUNE, 1950 – REG. NO. CU/82/50*

MAIN OFFICE: 105/107 HENRY STREET, PORT OF SPAIN, TRINIDAD  
TOBAGO UNIT: PORT MALL SHOPPING CENTRE, 1<sup>ST</sup> FLOOR #A3, SANGSTER HILL SCARBOROUGH, TOBAGO  
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*“Progress through Self Reliance”*

## NOTICE

### REQUEST FOR PROPOSALS – INDEPENDENT DEBT COLLECTION SERVICES

#### Issued By:

TWCU Credit Union Co-operative Society Limited  
Nos. 105/107 Henry Street  
Port of Spain  
Trinidad and Tobago

#### Date:

July 01<sup>st</sup> 2026

#### 1. INTRODUCTION

TWCU Credit Union Co-operative Society Limited (“the Society”) hereby invites suitably qualified and experienced firms and/or individuals to submit proposals for the provision of Independent Debt Collection Services on a contractual basis.

The Society seeks to engage professional service providers capable of assisting with the recovery and management of delinquent loan accounts while maintaining professionalism, confidentiality, member sensitivity, and compliance with applicable laws, regulations, and the Society’s policies and procedures.

#### 2. BACKGROUND

TWCU Credit Union Co-operative Society Limited is committed to strengthening its delinquency management and recovery framework as part of its broader operational risk management, financial sustainability, and portfolio management strategy.

The Society continues to monitor delinquent loan portfolios and seeks to engage experienced debt-recovery professionals to support internal recovery operations as needed.

The successful contractor(s) will work in collaboration with the Society’s Recoveries Team, Delinquency Committee, Management, and other designated personnel.

*President: Ms. Andrea Bedeau    Secretary: Ms. Dyan Charles    Treasurer: Mr. Denie Joseph*

Our Credit Union, One Family

### **3. OBJECTIVE OF THE RFP**

The objective of this Request for Proposal is to identify and engage qualified service providers capable of:

- Conducting professional debt recovery services;
- Assisting with recovery of delinquent loan accounts;
- Conducting member tracing and investigations;
- Negotiating repayment arrangements;
- Providing structured recovery reporting;
- Supporting portfolio reduction initiatives;
- Advising on legal escalation where necessary;
- Maintaining confidentiality and professionalism throughout the recovery process.

### **4. SCOPE OF SERVICES**

The successful contractor(s) will be required to perform the following services:


- Recovery of delinquent loan accounts assigned by the Society;
- Skip tracing and investigative activities;
- Member communication through approved channels;
- Negotiation of repayment arrangements;
- Monitoring repayment compliance;
- Providing status updates and recovery reports;
- Assisting with pre-legal recovery efforts;
- Recommending accounts for legal escalation where applicable;
- Maintaining accurate recovery records and supporting documentation;
- Assisting with repossession coordination where authorised;
- Supporting the Society's delinquency reduction initiatives.

All recovery activities must be conducted in a lawful, ethical, professional, and respectful manner consistent with the laws of Trinidad and Tobago and applicable regulatory standards governing Credit Unions.

### **5. SERVICE REQUIREMENTS**

Interested parties should demonstrate:

- Experience in debt collection and/or credit recovery services;
- Familiarity with financial institutions and/or Credit Union operations;
- Knowledge of delinquency management practices;
- Ability to maintain confidentiality and professionalism;
- Availability of trained personnel;
- Strong reporting and communication capabilities;
- Understanding of legal and regulatory requirements;
- Capacity to maintain accurate recovery records.



Preference may be given to service providers with prior experience working with Credit Unions or regulated financial institutions.

## **6. CONFIDENTIALITY AND DATA PROTECTION**

The successful contractor(s) shall maintain strict confidentiality regarding all member information, account details, recovery records, operational matters, and any information accessed during the engagement.

The successful provider shall:

- Sign confidentiality and non-disclosure agreements;
- Ensure all staff assigned to the engagement maintain confidentiality.
- Protect all member and operational information;
- Comply with applicable data protection and cybersecurity requirements;
- Restrict disclosure of information to authorised persons only.

Failure to maintain confidentiality may result in immediate termination of the engagement and possible legal action.

## **7. CONTRACTUAL ARRANGEMENTS**

The engagement shall be on a contractual basis for an initial term of one (1) year, renewable subject to satisfactory performance and the Society's operational requirements.

Compensation arrangements may include:

- Commission-based structures;
- Fixed service fees;
- Structured recovery fee arrangements;
- Other mutually agreed compensation mechanisms.

The successful contractor(s) shall be required to enter into a formal service agreement with the Society.

## **8. REPORTING REQUIREMENTS**

The successful contractor(s) shall provide periodic reports to Management, which may include:

- Recovery progress reports;
- Delinquency account status updates;
- Collection activity summaries;
- Payment arrangement reports;
- Legal referral recommendations;
- Tracing activity reports;
- Recovery statistics and performance metrics.

Reports may be required weekly, monthly, or as requested by Management.

## 9. ELIGIBILITY REQUIREMENTS

Interested parties must submit evidence of:

- Business registration/incorporation;
- Relevant licenses or certifications, where applicable.
- VAT/BIR compliance where applicable;
- NIS compliance where applicable;
- At least two (2) professional references;
- Experience in debt recovery or related services.

Knowledge of Credit Union operations and familiarity with regulatory compliance standards will be considered an asset.

## 10. PROPOSAL SUBMISSION REQUIREMENTS

Proposals should include the following:

- Company profile;
- Description of experience and qualifications;
- Proposed methodology for debt recovery;
- Proposed fee structure;
- Staffing arrangements;
- Reporting capabilities;
- References;
- Copies of relevant registration and compliance documents;
- Any additional value-added services.

Submissions should clearly identify:

**“Proposal – Independent Debt Collection Services”**

## 11. EVALUATION CRITERIA

Proposals may be evaluated based on:

- Relevant experience and qualifications.
- Understanding of debt recovery operations;
- Professional capability and methodology.
- Reporting and operational capacity;
- Pricing structure;
- References and reputation;
- Compliance with the requirements of the RFP.

The Society reserves the right to:

- Accept or reject any proposal;
- Request additional information or clarification;
- Conduct interviews where necessary;
- Negotiate fees and scope;

- Award all or part of the services;
- Decline to make any award.

The Society is not obligated to accept the lowest-priced proposal.

## **12. SUBMISSION DEADLINE**

All proposals must be received no later than:

**Friday 17<sup>th</sup> July, 2026 at 4:00 p.m.**

Submissions may be delivered electronically or in a sealed envelope addressed to:

### **The General Manager**

TWCU Credit Union Co-operative Society Limited  
Nos. 105/107 Henry Street  
Port of Spain  
Trinidad and Tobago  
Email: [shurlam@twcu.co.tt](mailto:shurlam@twcu.co.tt)

## **13. CONTACT INFORMATION**

Any requests for clarification regarding this RFP should be directed to:

**Mrs. Shurla Mc Eachnie-Christmas**  
**General Manager**  
**TWCU Credit Union Co-operative Society Limited**  
**Nos. 105/107 Henry Street**  
**Port of Spain**  
**Contact: +1(868)-623-4444 /3441 ext. 2017**  
**Email: [shurlam@twcu.co.tt](mailto:shurlam@twcu.co.tt)**

The Society thanks all interested parties for their participation and looks forward to receiving proposals.