RS

ETHICAL CREDIT MANAGEMENT

Company Profile

Rome, 31st July 2026

ETHICAL CREDIT MANAGEMENT

About us

Founded in 2000, RS Servizi S.r.l. specialises in credit management and debt collection. Licensed under Article 115 of the Italian Public Security Act (TULPS), the company operates throughout Italy using structured processes and tailored operating models.

We provide services to banks, financial institutions and B2B/B2C companies, managing a wide range of credit portfolios through telephone collection, field collection, master legal and legal collection activities.

Our strength lies in the combination of a highly qualified team and continuous technological innovation, enabling us to deliver compliant, efficient and high-quality debt collection solutions while consistently achieving outstanding results.



UNIREC

GCL INTERNATIONAL ISO 9001

UKAS MANAGEMENT SYSTEMS 5965

ETHICAL CREDIT MANAGEMENT

Our Mission and Vision

Mission

We support banks, financial institutions and companies in credit management and debt collection through structured processes, advanced technologies and a rigorous, compliance-driven approach. Our goal is to maximise collection performance while protecting our clients' reputation.

Vision

To be recognised as a leading debt collection company, distinguished by the quality of our services and our performance, while maintaining a responsible, ethical and balanced approach towards all stakeholders.

ETHICAL CREDIT MANAGEMENT

Our BRIDGE Values

Balance

We pursue solutions that balance the interests of all stakeholders involved.

Responsibility

We act with awareness of the economic and social impact of our decisions.

Integrity

In every interaction, we act ethically, consistently and professionally.

Dialogue

We foster open, constructive and respectful communication with clients and customers_debtors.

Goal-Oriented Effectiveness

We are focused on delivering concrete, measurable and sustainable results.

Empathy

We engage with every stakeholder with dignity, understanding and respect.

ETHICAL CREDIT MANAGEMENT

Four pillars

for sustainable results

1

Performance

Optimization of recovery rates.
KPI-driven management and transparent reporting.

2

Compliance

Full compliance with regulations and industry guidelines.
Traceable and auditable processes.

3

Relational approach

Professional and transparent management of customer_debtor relationships.
Respectful and non-aggressive communication.

4

Financial sustainability

Realistic repayment solutions.
Customer_debtor portfolio segmentation.
KPIs focused not only on collection outcomes, but also on service quality.

ETHICAL CREDIT MANAGEMENT

Our services,

a traceable and compliance-driven journey, from onboarding to case/portfolio closure.

- Support the Client on the definition of the contract and the best collection strategy.
- Onboarding, analysis, case segmentation and assignment to the relevant Business Units: Phone Collection, D2D Collection, Master Legal and Legal activities.
- First contact and negotiation with the customer_debtor.
- Follow-up activities, PTP monitoring, and potential escalation.
- Reporting to the Client and claim/batch closure.

ETHICAL CREDIT MANAGEMENT

Contact us

RS Servizi S.r.l.

Email / Registered email

info@rsservizisrl.it
rsservizisrl@pec.it

Website

https://www.rsservizisrl.it

Call us

+ 39 06 39 08 18 00

Address

Viale degli Ammiragli, 91
00136 Rome (Italy)

