



A Picture is Worth a Thousand Words

A customer of Kreller was owed \$75,000 from a Chinese firm. When they had not been paid and contacted the company they were told that the company "ABC" was no longer in business and had no relation to their firm "XYZ".

Legally, the company was registered as XYZ and there was no registered company ABC, even though the goods were sent to the same address. Of course, the man who ordered the goods "no longer worked there"! After running into the same runaround on the phone, our agent went to the Chinese company and on the wall behind the receptionist's front desk was the sign:

"XYZ company
- ABC division"

Our agent took a cell phone photo, and left. We emailed this photo the next day to the debtor and asked them - "Can we resolve this now, or do you Want our Chinese counsel to call you next?" We were paid in full by the end of the month.