



Introduction to Atradius Collections

Dear Sir/Madam,

First of all, thank you for choosing to place your collection case(s) with Atradius Collections.

We are where you are. We speak your language and your customer's language. We understand local cultures and processes. This local expertise, a genuinely global mindset, transparent pricing and simple processes are the building blocks of seamless delivery and results for your business.

With this introduction to Atradius Collections we wish to provide you with some valuable information regarding International Debt Collection Services that can benefit your business and enable you to focus on your core business. We also wish to provide some insight on how we handle your cases with our experienced and dedicated employees.

Finally, our team of Collections Specialists are available to assist you with any query you may have regarding our services. Please feel free to contact us – we are here to support you and your business.

Kind Regards,

Atradius Collections



How to ensure that we can maximise your Account Receivables?

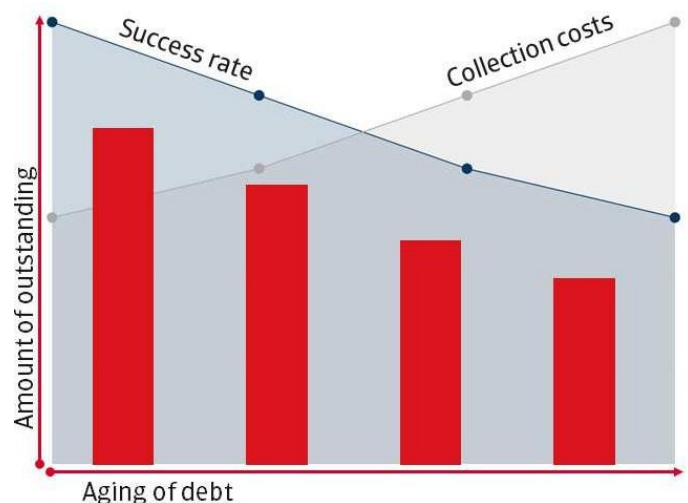
Your success is our success, which is why we want to provide you with some relevant information on how you may ensure that your reminder process is done correctly. Please also keep in mind that with correctly performed reminder process it is possible to claim interest and collection cost from your customers as a compensation for late payment.

A vital part of managing your account receivables, is making sure that the reminder process is handled correctly. Reminder process should apply with the rules and regulations of your country, regardless of the country in which your customer is operating in.

Reminder process

The correct reminder process differs depending on which country we are operating in, but there are some guidelines that apply for most countries:

- Written invoice must always be sent to the customer with correct information
- In case of no payment – a reminder must be sent with detail of the outstanding balance
- Before a case can be passed for collection we strongly suggest that you warn them you will be escalating to a debt collection agency.



Generally the older a debt is the harder it is to collect and will potentially cost more to make the same recovery



Insured Collections - All you need to know

Visibility

You can submit your cases at any time via Atradius Atrium. Please provide as much contact information as possible such as the debtor's telephone number and email address. We will require a copy of the invoice(s) and or a statement of account to get started.

You can check the progress of your cases anytime by logging on to Atrium and view existing cases. Here you can see the collector's notes and a chronological listing of events.

Atrium link - <https://group.atradius.com/login.html>

Our Activity

Our amicable debt collection activity will start immediately with a combination of telephone calls and demand letters, the frequency is detailed below and is based on the debt value, chance of success, debtors response and the culture and laws of each country.

For all countries, a first reminder letter is sent to your debtor within 48 hours of receipt of the case, with a follow up call made normally between 1 to 10 days after the first reminder is sent. If there is no positive response from the debtor then between 2 to 3 reminder letters are sent and further calls are made to the debtor of differing intervals dependent on the country.

Our aim is to progress a case through our amicable cycle in 30 days, however this is not always possible. When you collect in 96% of the worlds countries the processes and local cultures differ so much that it's not always possible.

You can find additional information on individual countries via our **free Debt Collection Handbook** available by [clicking here](#) or go to:

<https://atradiuscollections.com/global/publications/international-debt-collections-handbook.html#>

Decisions

Within 30 days of receiving your case, we will provide you with an update of our activity. If we are not successful in collection your debt during the amicable phase, then we will provide you with our recommendations for next steps, such as legal action, including the estimated costs and timescales.

Where the Debts are Insured, we may ask the insurer's approval to close a case or accept a full and final settlement.

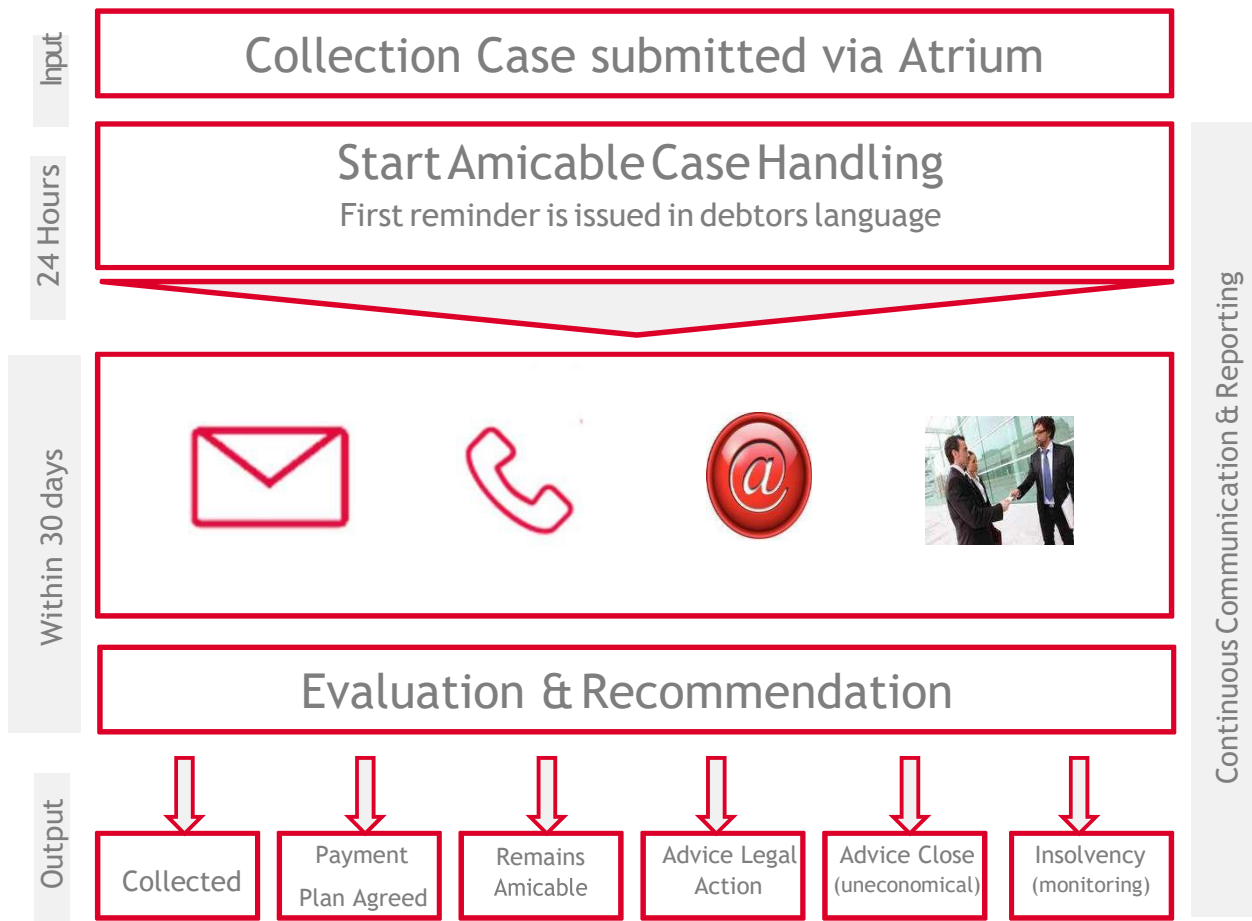
Otherwise, we will not start any legal action, initiate any insolvency procedure or agree any final settlement without prior approval from you or the insurer

Your Input

We will come back to you if we need more documentation or information to allow us to continue with our action. Please come back to us as quickly as possible. [We reserve the right to close the case if we don't hear from you within 10 working days and you may be charged a withdrawal fee.](#) Failure to respond to our requests for further information may affect the assessment of your claim.

If you receive payment directly from your debtor, please let us know within 48 hours of receipt by updating Atradius Atrium with details of the payment so that we can adjust our collection strategy³.

Our Debt Collection Process



Please try and provide as much information as possible at the start of the case, such as:

- Debtor Contact information
- Invoices / Purchase Orders Proof Of Deliveries
- Contracts
- Terms and Conditions
- Reminders and correspondence

Case updates can be found 24/7 via [Atrium](#)

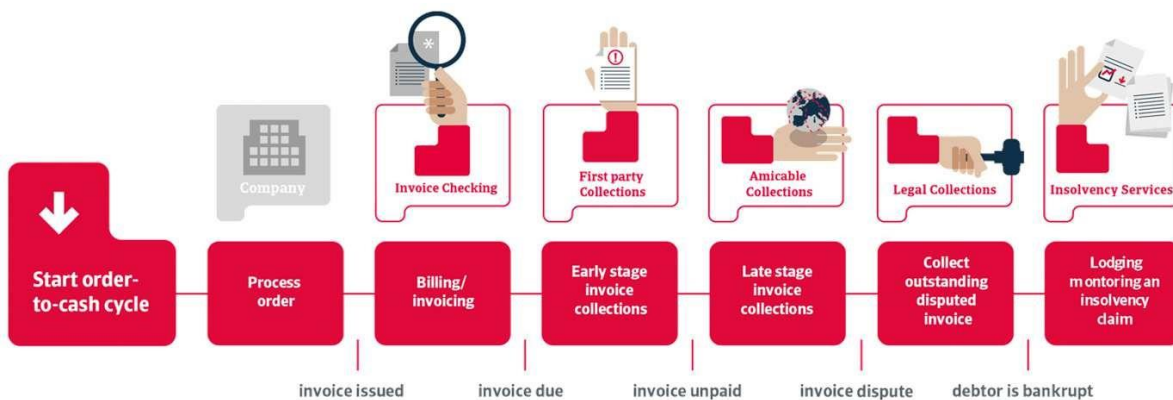


Atradius Collections Services

You may be using/interested in using only one or more of our services. Below, you may however find an overview of all the services that Atradius Collections is currently providing.

In this Atradius Collections welcome package we will be focusing on Third Party Collections that includes Amicable-, Legal- and Insolvency Services. In case you wish to know more about our other services, please visit Atradius Collection website or contact one of dedicated Account Managers presented on the last page.

You can find more information on our website by **clicking here** or following this link: <https://atradiuscollections.com>



Amicable Debt Collections

We help you promote and retain positive working relationships with your customers by providing non-contentious solutions through our amicable commercial debt collection services.

The point when a trade invoice becomes overdue is the time you need to start chasing payment. At Atradius Collections, we recognise this first stage of debt collection and can provide a valuable opportunity for you to enhance your relationship with your customer. Something as simple as a repayment plan or negotiations brokered locally to your customer in their own language often yields the best debt recovery results without the need to resort to more expensive litigation. There is no single reason why an invoice may remain unpaid; therefore we believe there should be no single approach to resolving the debt.

How Atradius Amicable Debt Collections can benefit your business?

Our professional team understands and promotes the value of your ongoing business relationships. We are proactive in seeking amicable solutions that promote positive working relationships for you and your customer. We work closely with you to achieve the outcome you want. In some cases, for example, simply the act of outsourcing the debt recovery process to us enables you to carry on with your normal relationship and for business to continue smoothly for you. In other instances, we support you through dispute resolution.



Working with your debtors wherever they are in the world

With our international network of locally based debt collection professionals, we provide trade invoice collection services through 96% of the world's countries. Whether a domestic or international debtor, we're able to resolve most outstanding debt issues in their own language and in keeping with local laws and practices.

Atradius Legal Collections: legal debt collection support throughout the world

Atradius Legal Team

Our Legal Collections team focuses on supporting you in overcoming the challenges of taking legal steps against your debtors. This is often the best route forward once Amicable Debt Collection attempts have been exhausted, but pose unique difficulties. These may include language barriers and varying laws in different jurisdictions, or implementing appropriate legal debt collection activities, such as the work of bailiffs.

The Atradius Collections legal department works with a network of specialist law firms to enable you to initiate legal activities in 96% of the world's countries.

Our legal team additionally provides you with professional advice on the feasibility of your legal action and insight into the expected outcome. Linked together in an integrated network to deliver

a flexible international solution, our team provides special and detailed local expertise. This covers a diverse range of individual business cultures, debt collection laws and regulations

Our Legal Collection services activities include:

- Advice on possible legal action and the expected outcome
- Access to our legal networks including: lawyers, knowledge and expertise
- Legal collection activities (bailiff, court action and enforcement measures)
- Accompanying you throughout the legal proceedings
- Cost effective action due to preferential rates pre-negotiated with legal practices



Atradius International Debt Collections Handbook

We publish the International Debt Collections Handbook which provides details of different legal processes around the globe.

We are fortunate in the UK and Ireland that legal proceedings generally run smoothly, however due to the wide range of factors, not all countries have such efficient and effective systems. We appreciate that this can be frustrating but we assure you that in conjunction with our local legal experts we will do all we can to ensure the outcome is as quick as possible,

Making claims against domestic and international Insolvencies

Our Insolvency Team

If your customer goes bankrupt before they have paid for your goods or services, you may be able to minimise your losses through the insolvency process. However, insolvency procedures are often lengthy and cumbersome and can include an added level of complexity when dealing with a debtor located abroad.

Our experienced team of insolvency professionals and lawyers are located throughout the world to support you in both domestic and international claims.

Our Insolvency Services can provide you with:

- Guidance and support through the various international claims processes
- Swift action – when a company goes into liquidation, it is important to place your claim quickly to increase the chance of settlement
- Making a claim – we will make a claim on your behalf, monitor progress and provide you up ongoing reports
- Removing the barriers associated with international insolvencies such as differing legislation, language and local procedures



Insured Fee Schedule

	File opening Fee		Commission on Recovered Amounts			
			< £1,500	£1,501 - 10,000	£10,001 - 100,000	> £100,001
UK & Ireland	£	50	12%	10%	5%	4%
Europe I	£	60	18%	15%	12%	8%
Europe II	£	100	25%	19%	16%	12%
Americas I	£	60	20%	17%	13%	10%
Americas II	£	100	28%	23%	19%	15%
APAC I	£	60	22%	19%	14%	11%
APAC II	£	100	28%	23%	19%	15%
Rest of the World	£	100	30%	25%	22%	20%

Countries: an overview of all countries can be found on page 10.

File opening Fees: fees that are charged for each Debt that is placed for collection with us.

Success fees: calculated as percentage of the collected amounts, charges apply on the total collected amount.

Fees for Insolvency Services: £200 for each insolvency case handled by Atradius Collections.

Legal Fees: Costs of third party are transferred to the customer.

*All fees mentioned herein are in **GBP** and exclusive of VAT.

Country listing

Example: For a portfolio of outstanding invoices in Italy (Europe zone I) amounting to £120,000, the commission will be calculated as follows:

Recovered – 100%

Amount scale	Commission percentage	Commission amount in £
< £1,500	18	270
£1,501 - 10,000	15	1,275
£10,001 - 100,000	12	10,800
> £100,000	8	1,600

Total commission fee £13,945 equals 11.62% of the recovered amount

Country overview:

Europe I	Lithuania	Dominican Republic	Asia Pacific I	Micronesia
Andorra	Macedonia	Ecuador	Australia	Mongolia
Austria	Malta	El Salvador	Hong Kong	Myanmar
Belgium	Moldova	Falkland Islands	New Zealand	Nepal
Czech Republic	Montenegro	Greenland	Singapore	North Korea
Denmark	Portugal	Grenada	Asia Pacific II	Oman
Faroe Islands	Romania	Guadeloupe	Afghanistan	Pakistan
Finland	Russian Federation	Guatemala	Bahrain	Palestinian Territories
France	Serbia	Guyana	Bangladesh	Philippines
Germany	Slovakia	Haiti	Bhutan	Qatar
Gibraltar	Slovenia	Honduras	Brunei	Saudi Arabia
Hungary	Turkey	Jamaica	Darussalam	Solomon Islands
Italy	Americas I	Martinique	Cambodia	South Korea
Liechtenstein	Canada	Montserrat	China	Sri Lanka
Luxembourg	Mexico	Netherlands	Christmas Island	Syria
Monaco	United States	Antilles	Cocos (Keeling) Islands	Tajikistan
Norway	Americas II	Nicaragua	East Timor	Taiwan
Poland	Anguilla	Panama	Fiji	Thailand
Poland	Antigua and Barbuda	Paraguay	French Polynesia	Tonga
San Marino	Argentina	Peru	India	Turkmenistan
Spain	Aruba	Puerto Rico	Indonesia	Tuvalu
Sweden	Bahamas	Saint Lucia	Iran	United Arab Emirates
Switzerland	Barbados	South Georgia and South Sandwich Islands	Iraq	Uzbekistan
The Netherlands	Belize	St. Kitts Nevis	Israel	Vanuatu
Europe II	Bermuda	St. Vincent and the Grenadines	Japan	Vietnam
Albania	Bolivia	Surinam	Kazakhstan	Western Samoa
Armenia	Brazil	Trinidad and Tobago	Kuwait	Yemen
Azerbaijan	British Virgin Islands	Turks and Caicos Islands	Kyrgyz Republic	Rest of the World
Belarus	Cayman Islands	Uruguay	Laos	All other countries
Bosnia-Herzegovina	Chile	US virgin Islands	Lebanon	
Bulgaria	Colombia	Venezuela	Macau	
Croatia	Costa Rica		Malaysia	
Cyprus	Cuba		Maldives	
Estonia	Dominica			
Georgia				
Greece				
Iceland				
Latvia				

Frequently Asked Questions (FAQ)

Q: How can I find the status of my case?

A: You can follow your collection cases through our online customer portal which is available 24/7 via Atrium

Here you can see the name of the collector managing your case, our correspondence with the buyer and the status of your collection case.

We may contact you if we need additional documentation, information about the buyer or have any other clarifying questions.

Q: Why did I receive an invoice for lawyer's costs?

A: When we start a legal action in your country or abroad, there are legal costs that we pay to the local attorney on your behalf upfront. These costs are charged back to you. All legal costs are always estimated and communicated to you before starting the legal action.

If your debt is covered by your credit insurance policy, you may want to consult your claim handler to verify if legal costs are covered by the Insurer.

Q: How do you calculate the invoice?

A: The commissions are calculated based on collected amounts and broken down as follows, these costs will be charged to you according to the cost coverage agreed by the claims department.

Example: domestic case - Amount Recovered £120,000

File opening fee =	£50.00
£0 - £1500 at 12% Fee Rate =	£180
£1500 - £10,000 at 10% Fee Rate =	£1000
£10,000 - £100,000 at 5% Fee Rate	£4500
= Over £100,000 at 4% fee Rate =	£800
Total	£6530.00

Q: How does the contribution to collection costs work

A: The claims examiner will run a preliminary cost assessment to determine the coverage percentage. This will be confirmed in writing to you around 5 days after placing the file. Once a fee is raised and invoiced the claims department will attribute their coverage.

You will receive a three page invoice which includes details of the original costs from Atradius Collections, a covering letter confirming the amount the policy contributed and the amount you are being asked to pay.

If you have any questions on receipt of an invoice please contact the Customer Service Team on 03306780221 who will be able to assist you.

Q: I have some uninsured debts that that are not covered by my policy

A: We would be more than happy to assist you with your past due debt whether the buyer is covered or not. The collection rates remain the same regardless of coverage. The only difference would be that the collections fee would not be covered by your policy and you would be invoiced for our fee.

Q: What if the debtor pays me directly?

A: You should inform us immediately upon receipt of a debtors payment, by updating the case details in Atrium. All payments made after placement will be subject to our success fee.

Key Contacts

Lucila Griffiths

Account Manager

02920 824953

Lucila.Griffiths@atradius.com

Chloe Morgan

Head of Client Relations UK & Ireland

02920 824700

Chloe.Morgan@atradius.com

Matthew Coates

Channel Manager Fi and Credit Insurance

02920 824329

Matthew.Coates@atradius.com

Connect with Atradius on Social Media



@AtradiusCollect



Atradius
Collections



Atradius
Collections

AtradiusCollections

3 Harbour Drive

Cardiff

CF10 4WZ

www.atradiuscollections.com