

Debt collection

EVERYTHING TO WIN - NOTHING TO LOSE

Why Euler Hermes debt collection?

Euler Hermes has more than 100 years of experience with trade debt collection and we can collect your debt quickly and effectively no matter which country your customer is located in.

We have great knowledge about local markets and always provide professional counselling based on our thorough knowledge of the trade. Local experts assess how to handle each individual case, taking all aspects into account: your customer's situation as well as local practice, procedure and legislation.

We take the pain out of chasing late payments

Euler Hermes can complete a legal collection process or other judicial initiatives such as participating and negotiating compositions, filing for bankruptcy and arrest. In addition we offer you the chance to:

- Create a basis for writing off debt
- Claim back VAT on bad debt
- Reach a settlement or verdict

Simple and personal collection process

With our global presence and local expertise we can often solve even difficult debt collection processes quickly. Furthermore you can notify overdue payments and follow the progress of your collection cases via our online system EH SmartCollect.

You will always be serviced by regular contact persons from your local Euler Hermes office no matter where your outstanding is located in the world. This way we can ensure a professional and in-depth knowledge of your company and target service level, counselling and contact to your needs and expectations.



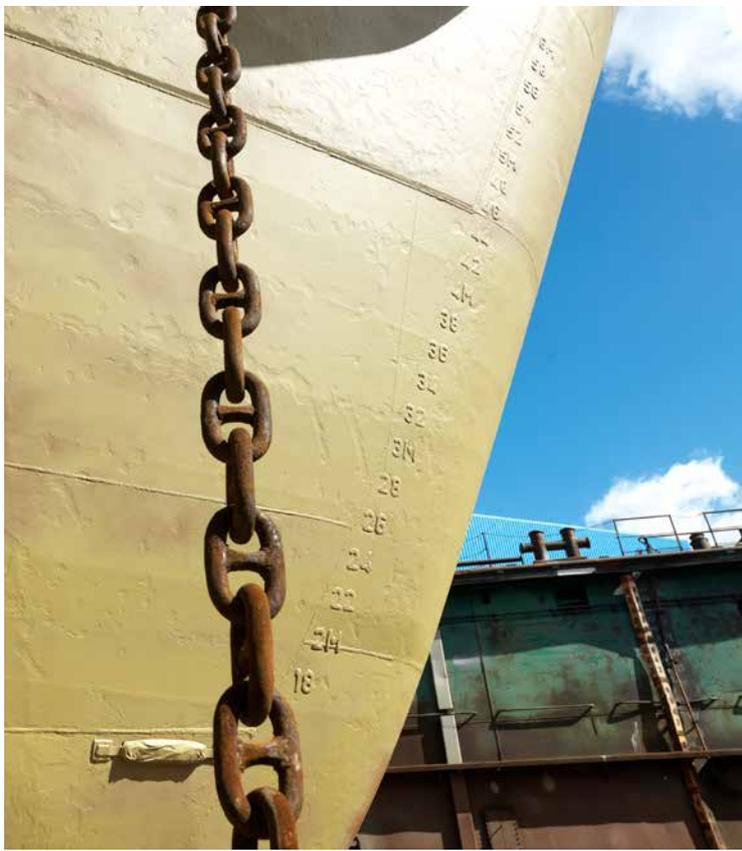
Euler Hermes facts

- Monitors companies active in markets representing 92 % of global GDP
- Handles **200.000** debt collection cases on a yearly basis
- Debt collection in 130 countries through **global network** of subsidiaries and business partners
- **Rating AA-** from **Standard & Poor's** (February 2016)
- Part of the **Allianz** group



EULER HERMES

Our knowledge serving your success



WE HELP YOU COLLECT YOUR RECEIVABLES

What are the costs of a debt collection agreement?

As a customer at Euler Hermes you gain access to a worldwide network of debt collectors, who stand by to collect your receivables.

There are no subscription costs related to being a customer at Euler Hermes debt collection. When a case is created there will be a starting fee and later, when we have collected your debt, an agreed commission fee of the collected amount.



We also offer our customers free labels with the text "We use Euler Hermes Debt Collection Service" in various languages. The labels can be used, for example on invoices and notification of debt collection to remind your customers to pay on time. Euler Hermes is internationally acknowledged which often has a preventive effect.

Try our debt collection app

Get advice on what you can do yourself to ensure payment from your customers, and gain insight into how debt is collected in a wide range of countries around the world. Scan the code to download the app:



Google Play



App Store

How does a collection case proceed?

Our many years of experience has helped us to continuously improve our processes within trade debt collection. This means that we take immediate action when receiving your notification and handle your case promptly and effectively.

- Initially we go through documentation and the preliminary process
- As soon as we receive the case it is created in our system. Concurrently we send an initial debt collection letter if the debtor is a local resident
- If the debtor is located abroad we forward the case to our local representative which is either an associated office or a business partner
- Depending on the nature of the case we will assess the best solution for collecting your receivables

We always keep you informed of the development but you can also find updated information on your case in our online system EH SmartCollect.



Are you currently in need of trade debt collection or are you interested in more information? Find contact details on your local Euler Hermes office below.