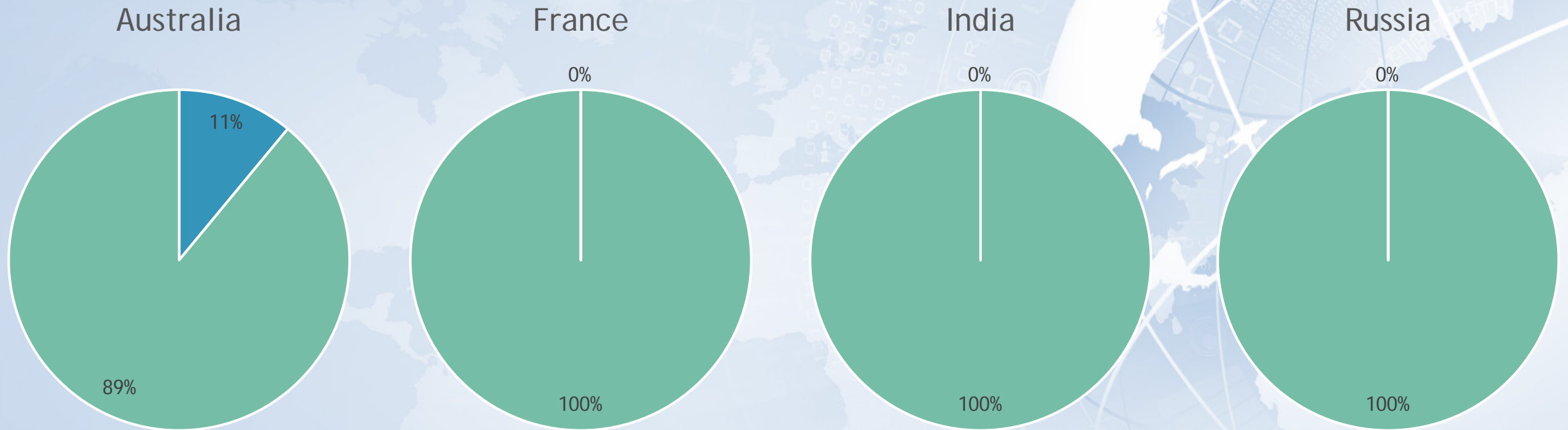


February 2023

FCIB Credit & Collections Survey

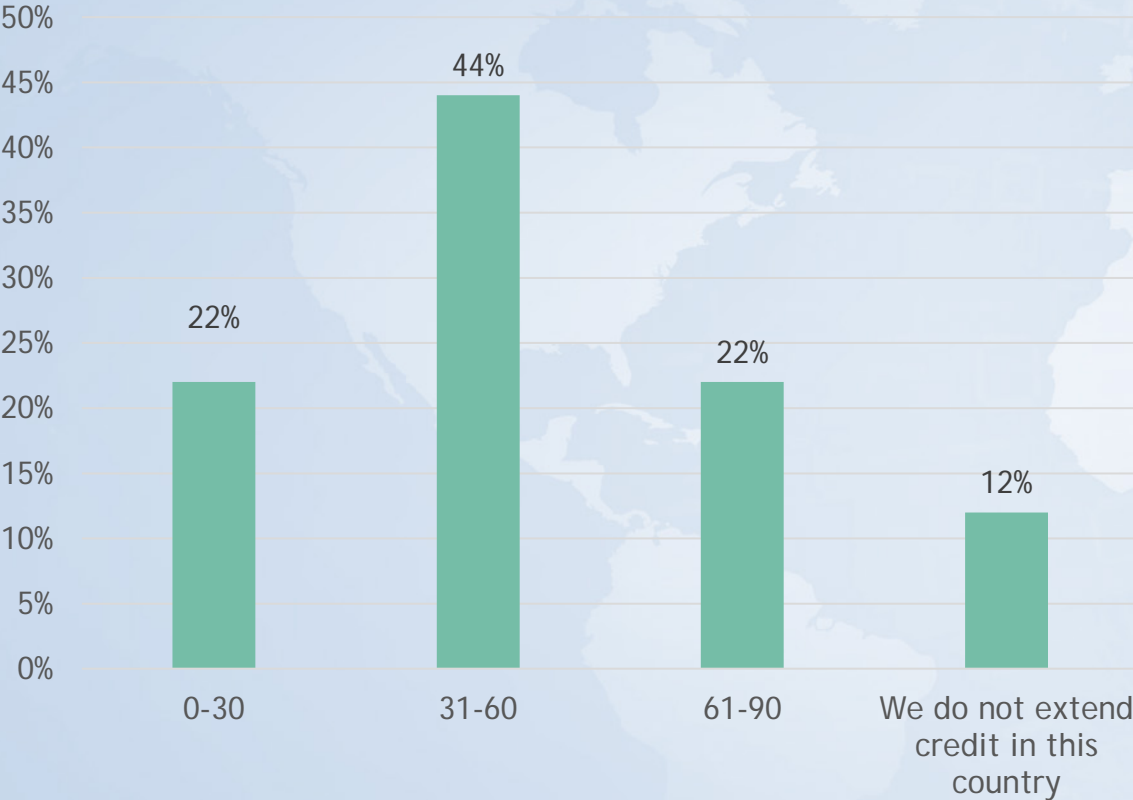
Australia, France, India, Russia

Are your sales primarily to **new** or **existing** customers?

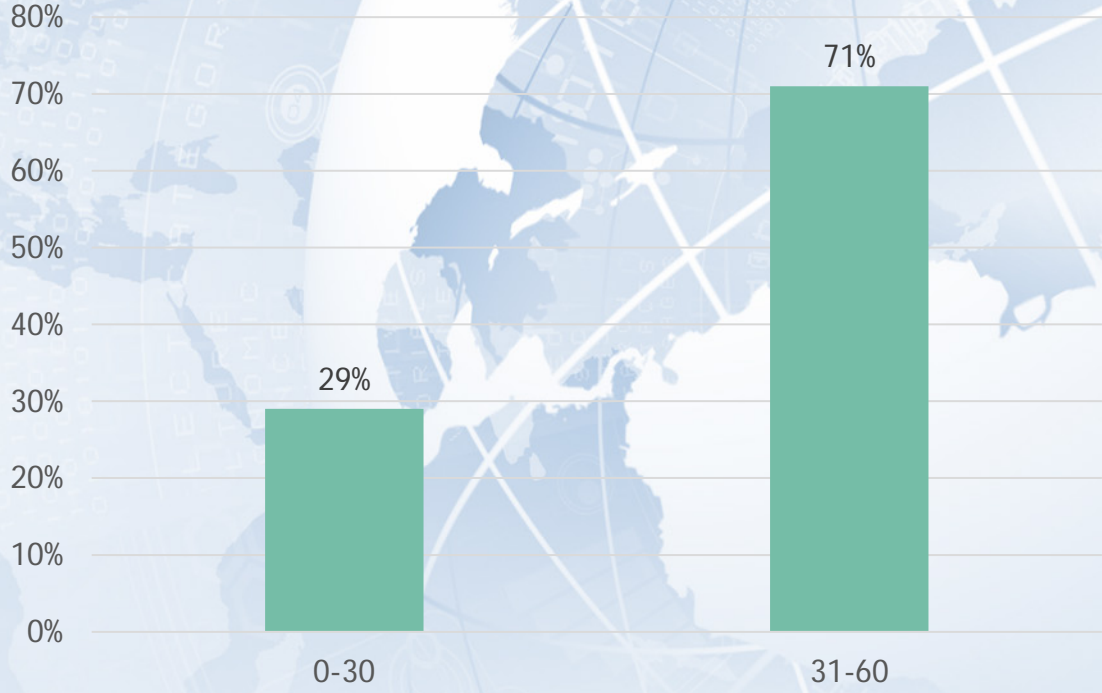


On average, what payment terms are you granting?

Australia

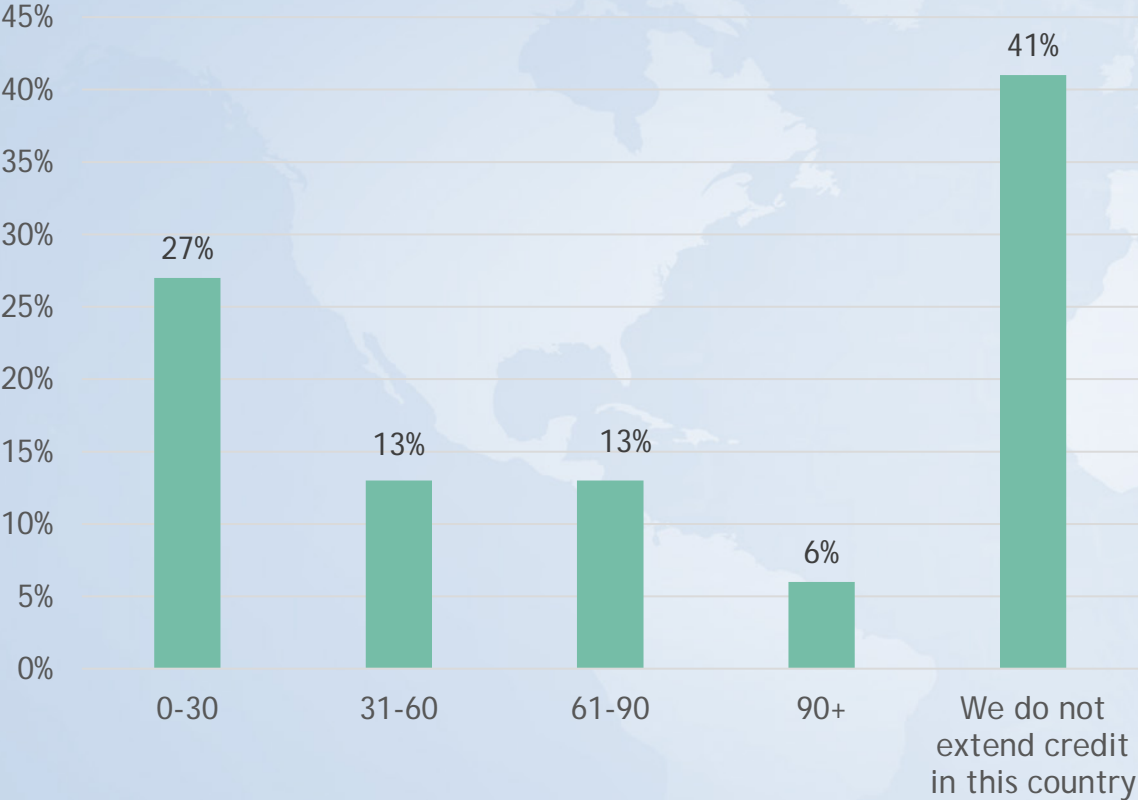


France

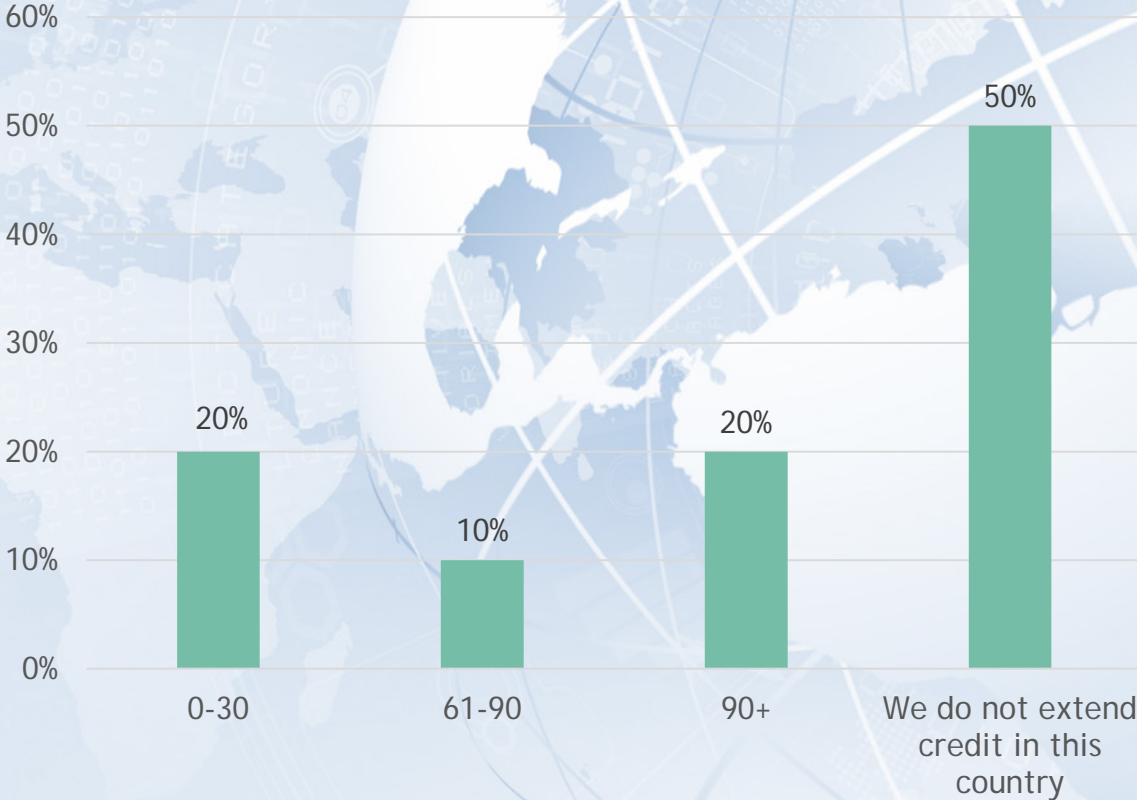


On average, what payment terms are you granting?

India



Russia



What is the average number of days beyond terms in these countries?

Australia

10.1

France

12.5

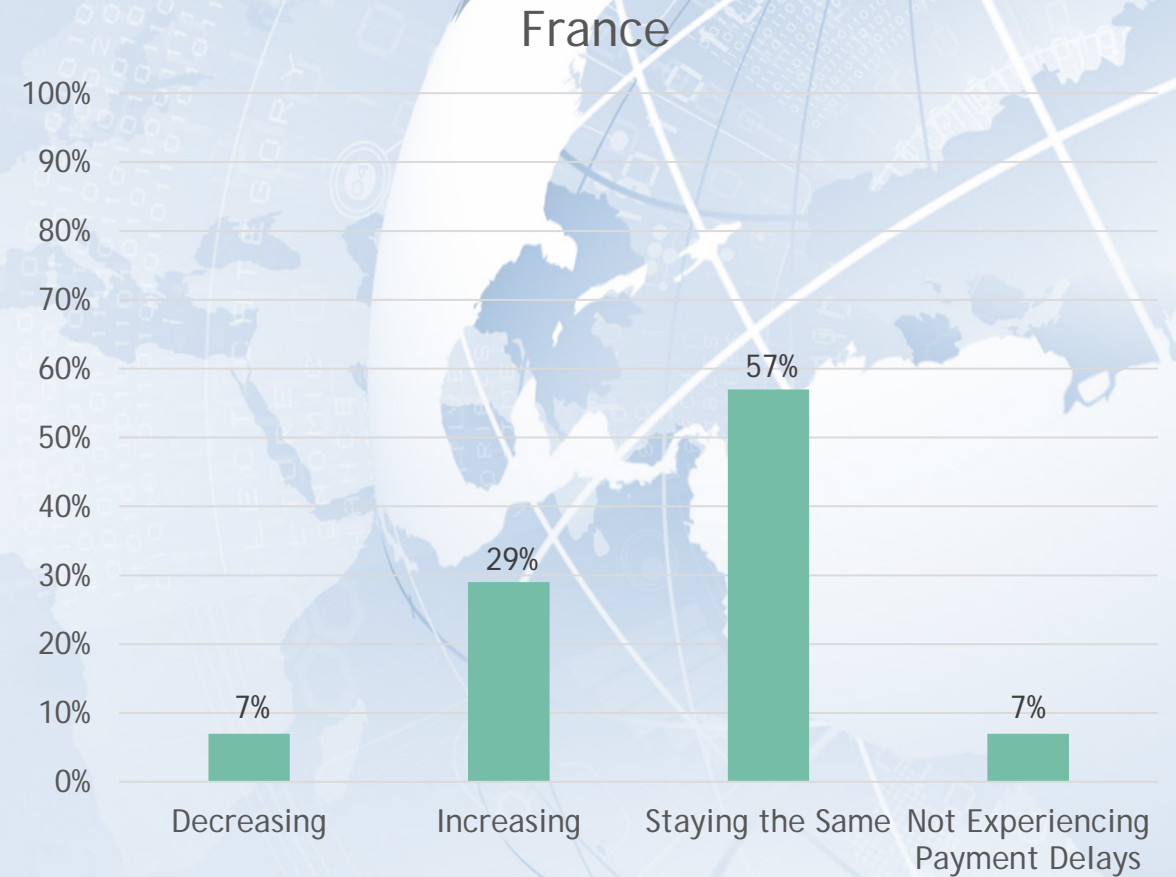
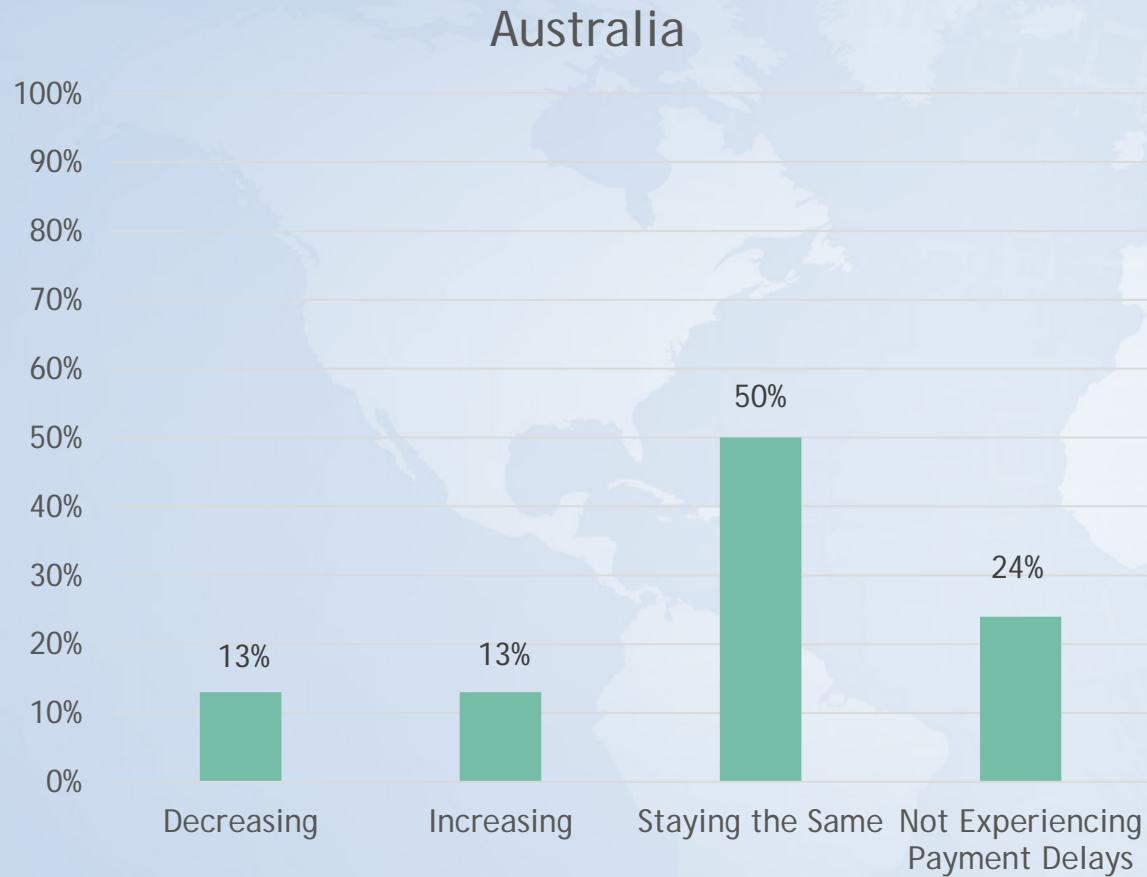
India

16.5

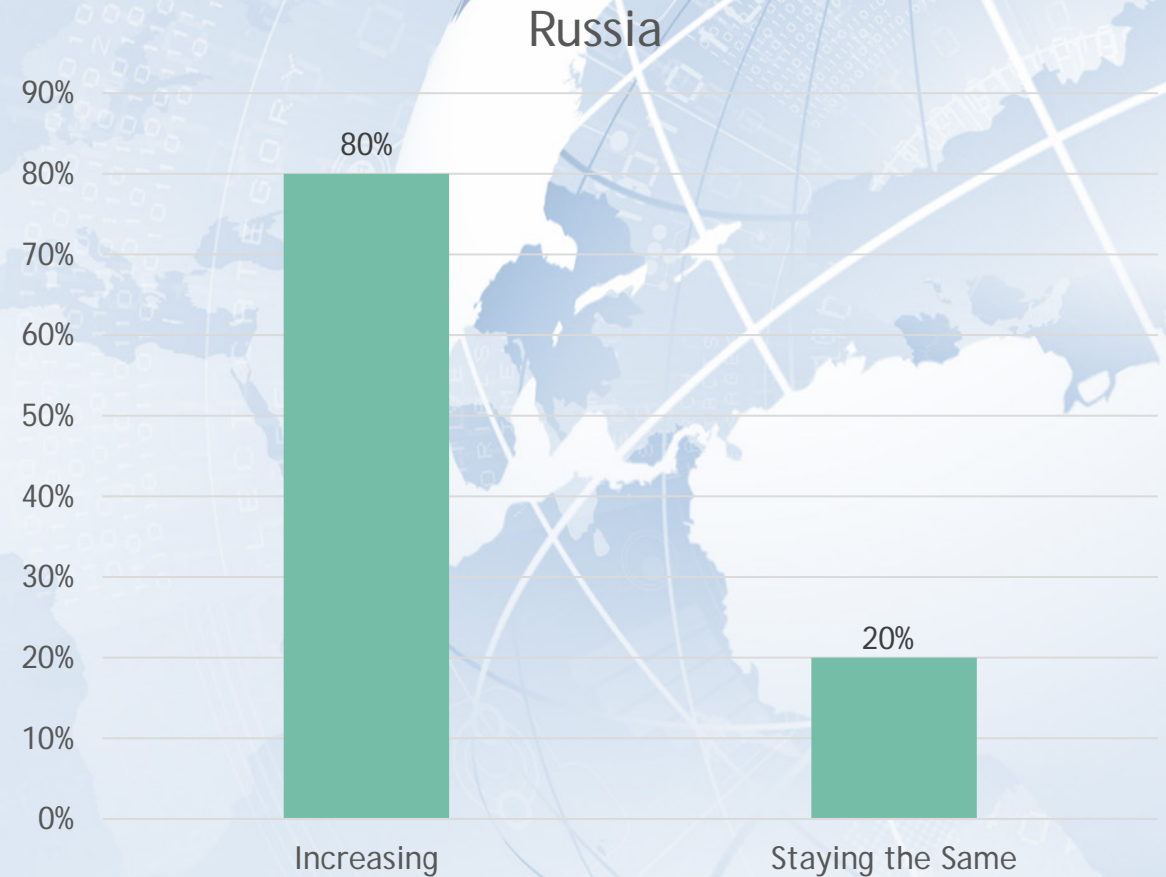
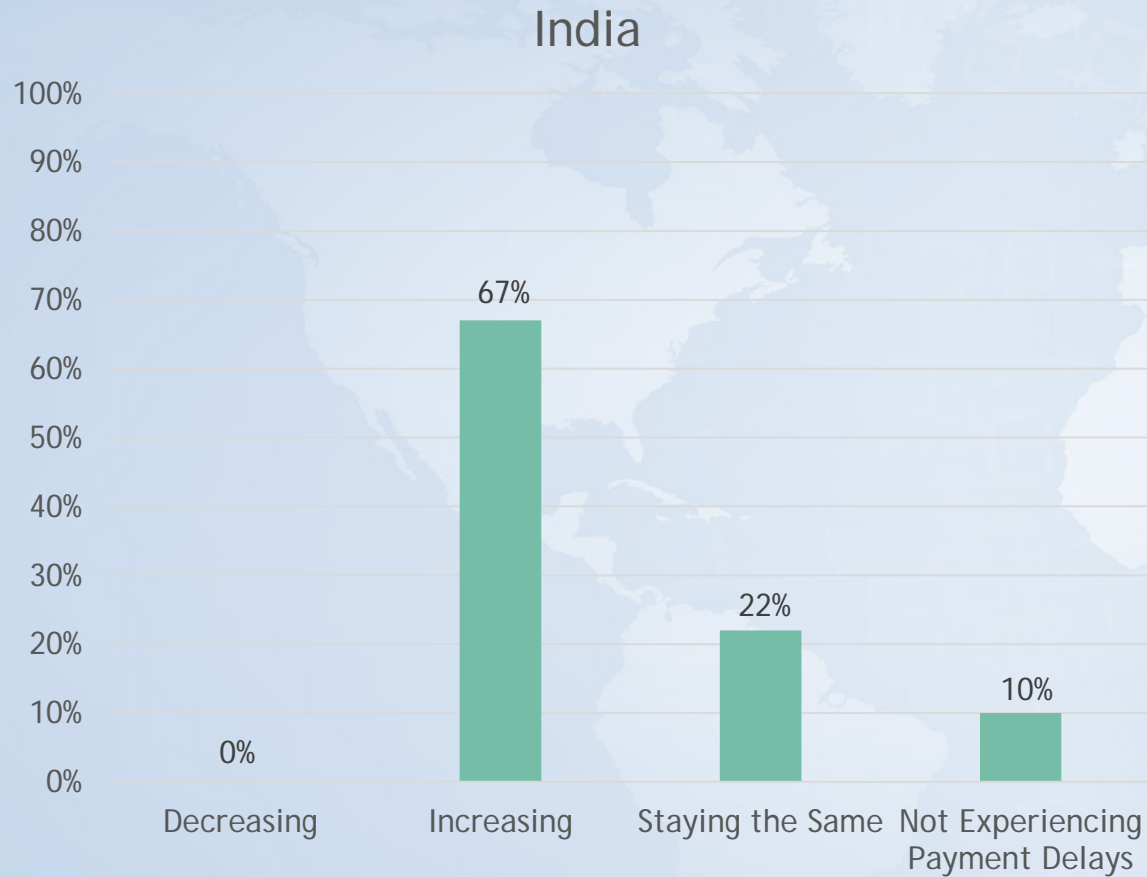
Russia

51.4

Are payment delays increasing, decreasing, or staying the same?

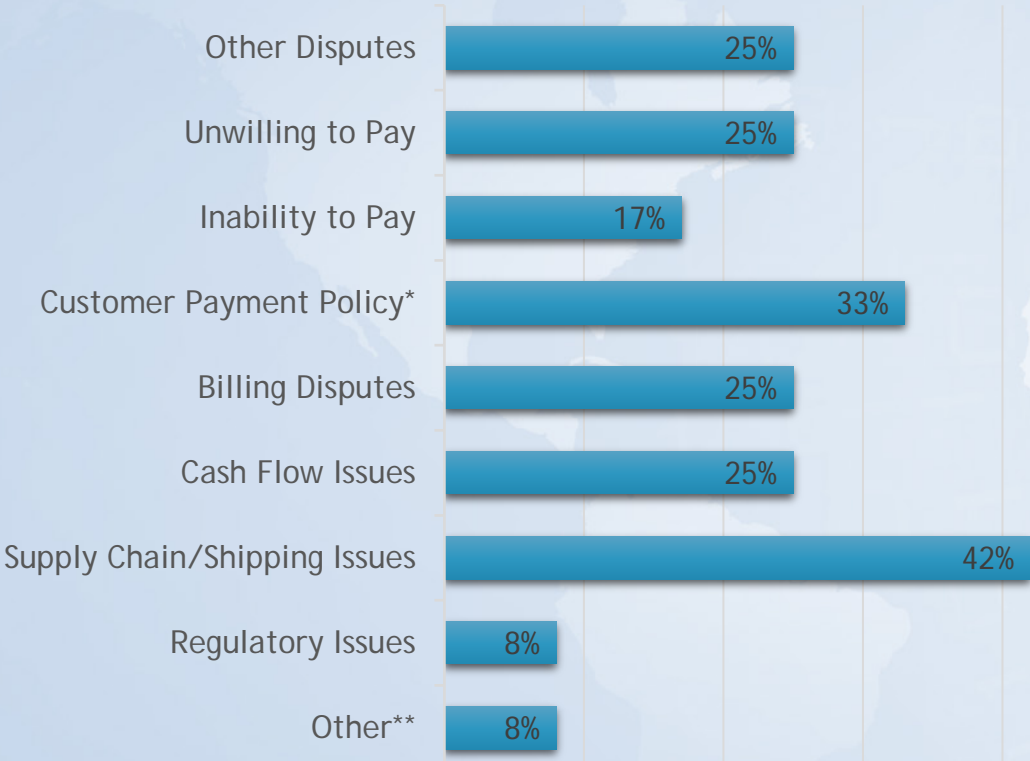


Are payment delays increasing, decreasing, or staying the same?



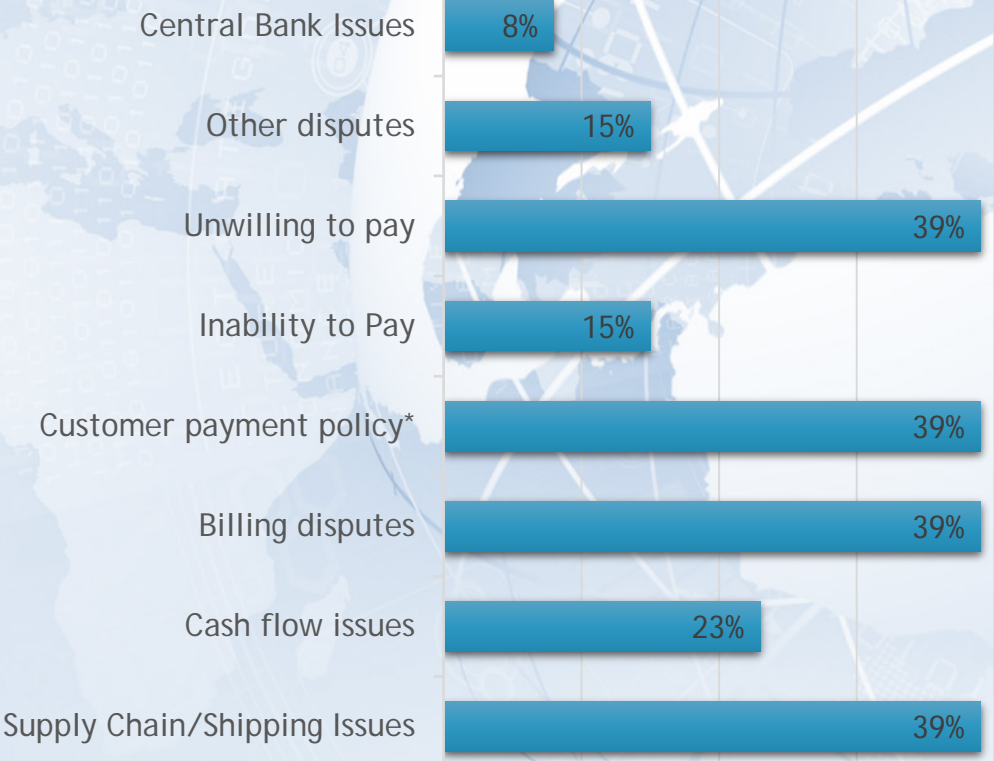
The most common causes of payment delays

Australia



**Customer demanding longer terms

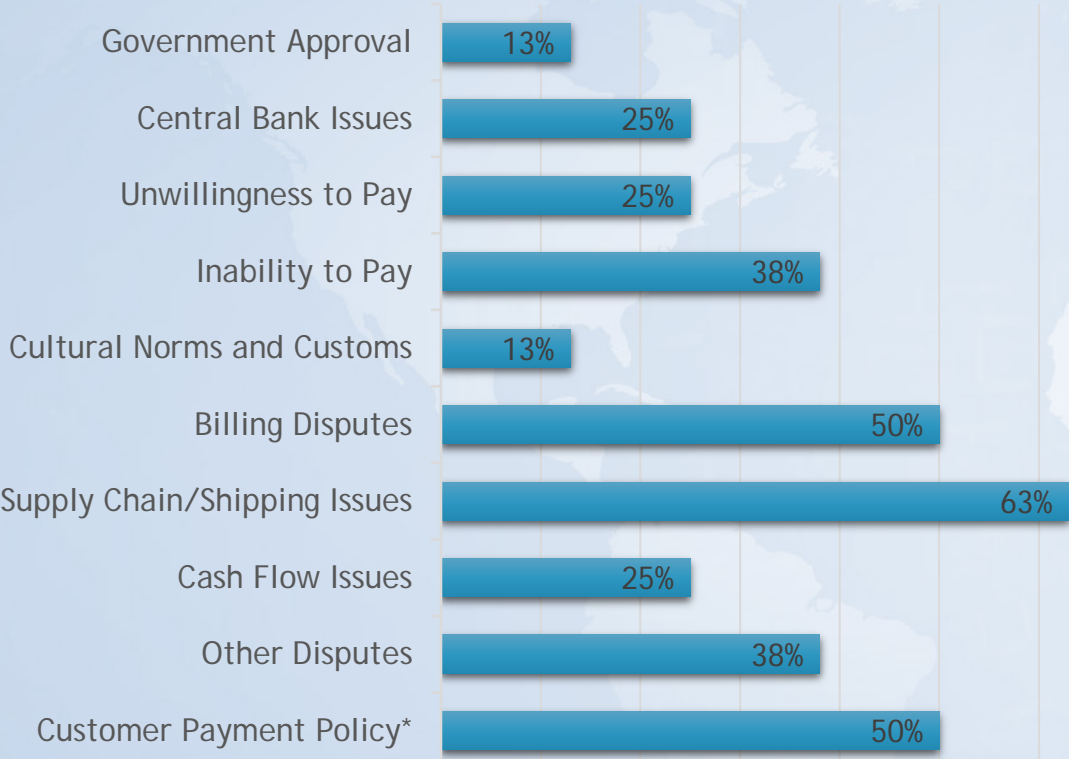
France



*(i.e. customer only pays on a set day of the month)

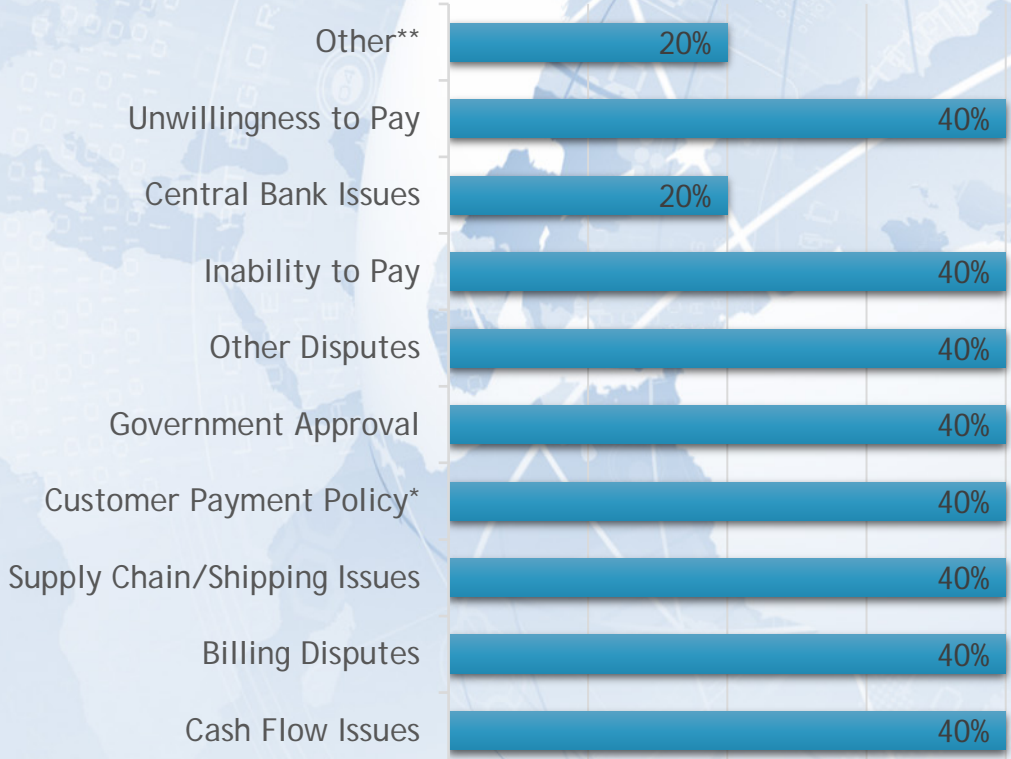
The most common causes of payment delays

India



* (i.e. customer only pays on a set day of the month)

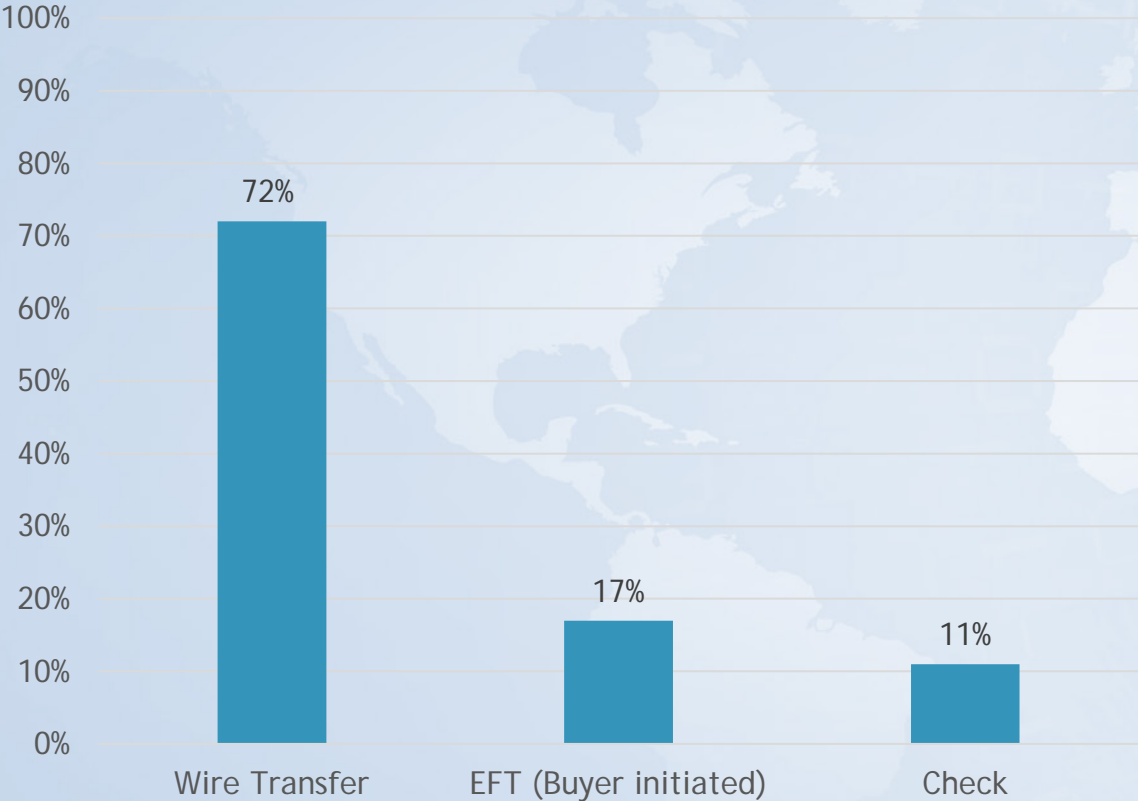
Russia



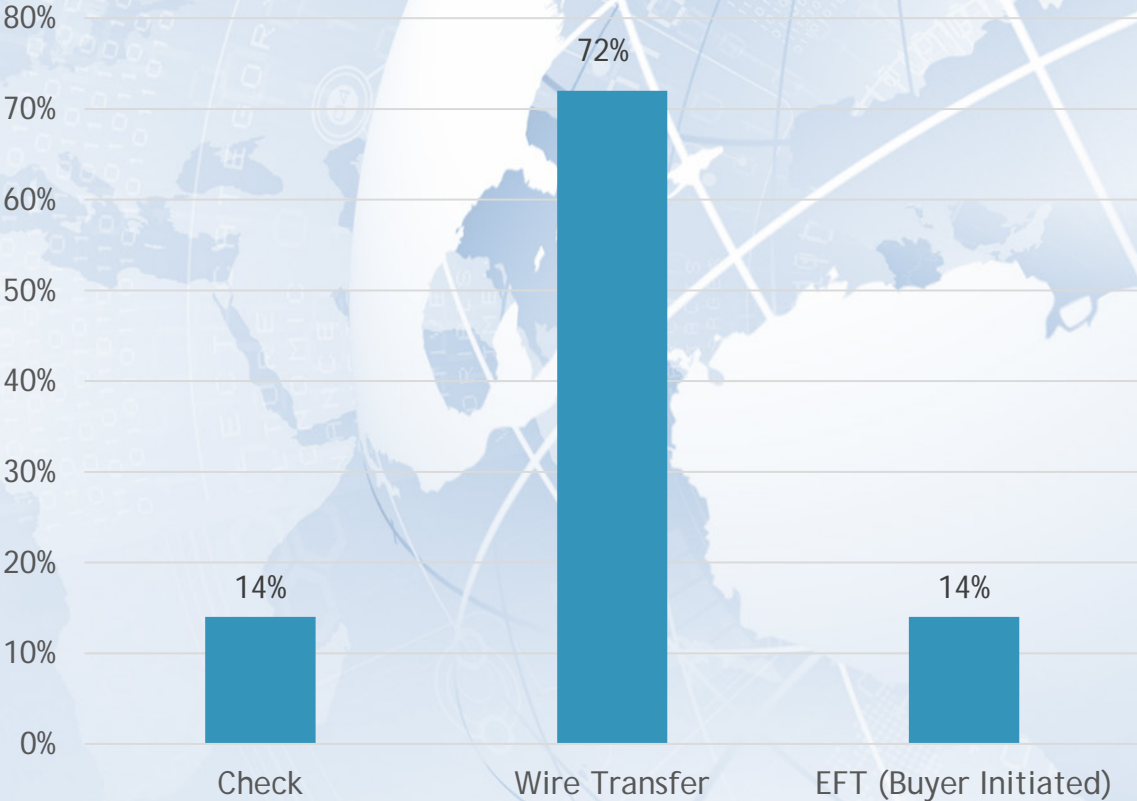
**Russia-Ukraine war

Methods used to secure payment

Australia

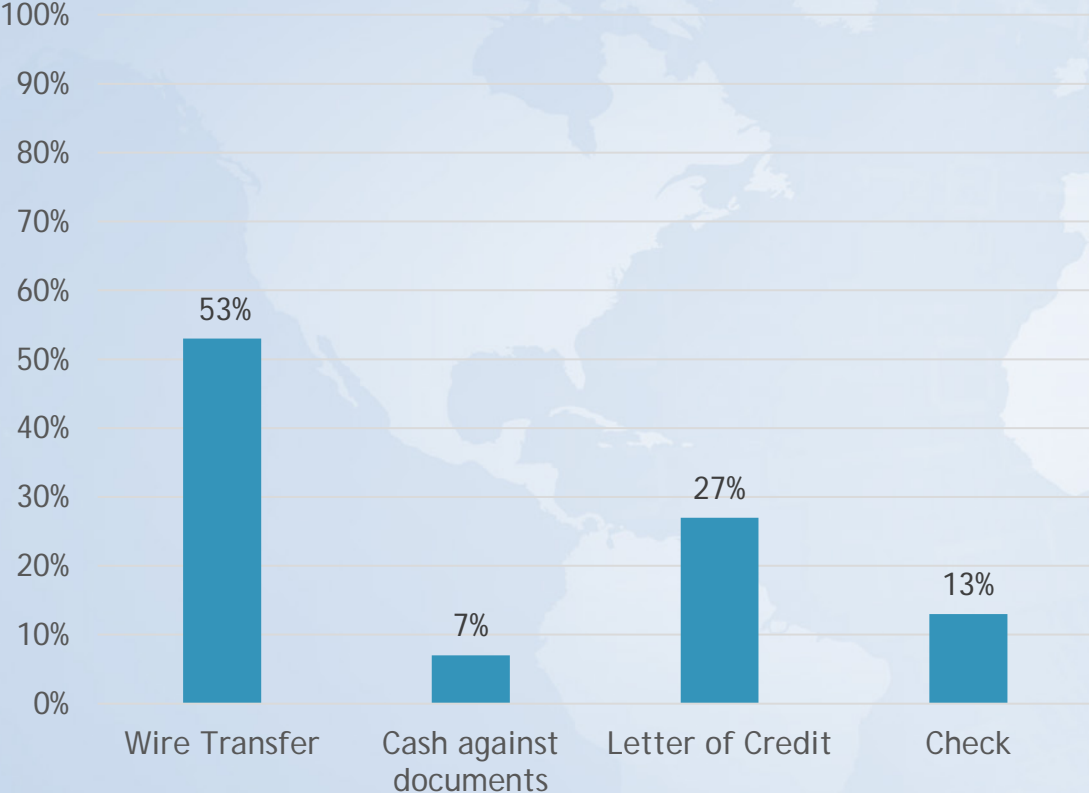


France

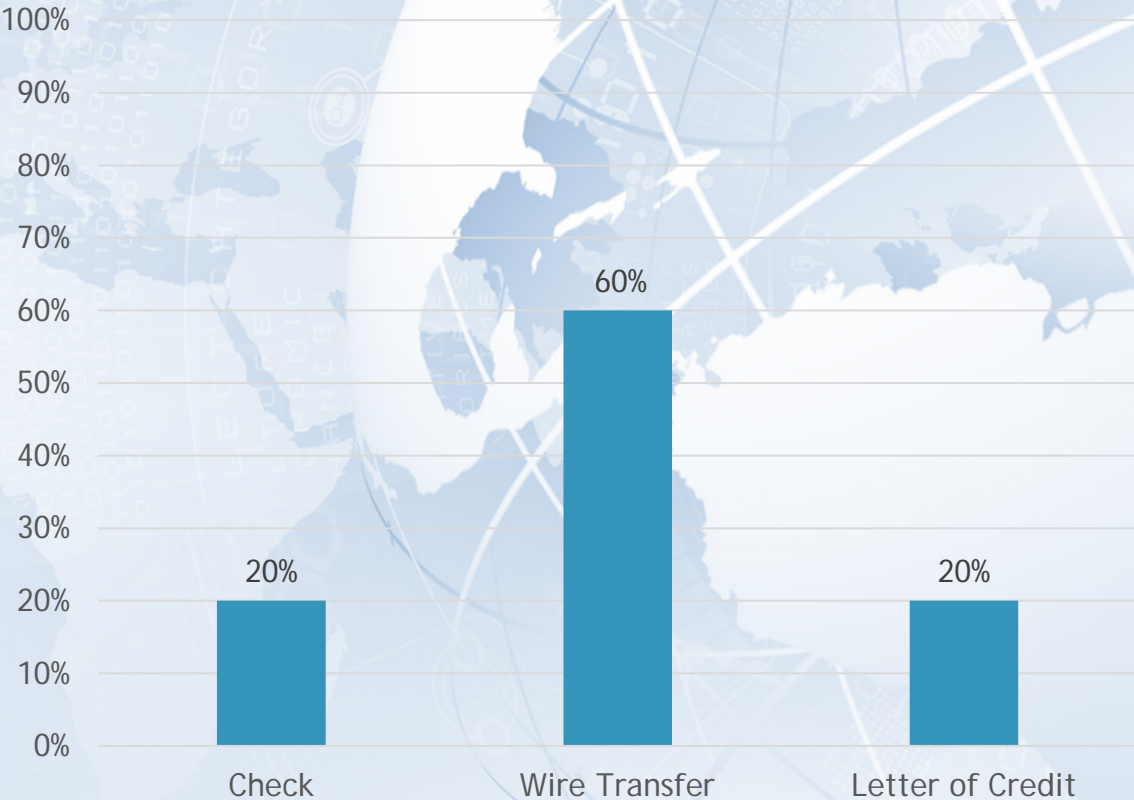


Methods used to secure payment

India



Russia



Insights from Credit Professionals

Australia

- We use an agent in Australia.
- Use credit insurance if you're granting terms.
- Stay on top of accounts, don't let them get far past the due date before communicating.
- Ask about their specific invoicing requirements. Make sure your invoices are PERFECT!

France

- Send statements of account regularly.

India

- Absolutely have signed credit agreements with agreed terms as customers will try to extend.
- Cash in advance only.

Russia

- With the current political climate, I recommend being very careful. Prior to the war in Ukraine we had a great working relationship with our Russian customer.
- Be prepared for payment delays.
- Stop selling! Get out if you haven't already one year ago!

Insights from Credit Professionals

Non-country-specific Advice from the survey.

- Know your real customer, not the Trade/Banner name but the True Legal Entity (5 C's of Credit).
- Start early building a relationship with your customer, and include your salesperson - you'll make a team and teams work together.
- Follow up with the customer's Procurement Dept and Finance Dept as many times as necessary.
- Obtain updated credit information Look for owner and addresses verification, as changes are often not communicated by the customer. Know all you can about the customer. Pull a credit report for payment history and legal status and name verification.
- Do due diligence for all prospect customers especially to those small/medium privately held companies with no Financials, credit report, etc. Check the profile and validate like business address, company domain e-mail address, etc. and start with small, reasonable credit line and reasonable payment terms.
- It is important to know customer's payment process to avoid misunderstandings or delays due to administrative issues.
- Obtain financial statements on your customers and backstop sales with credit insurance.