

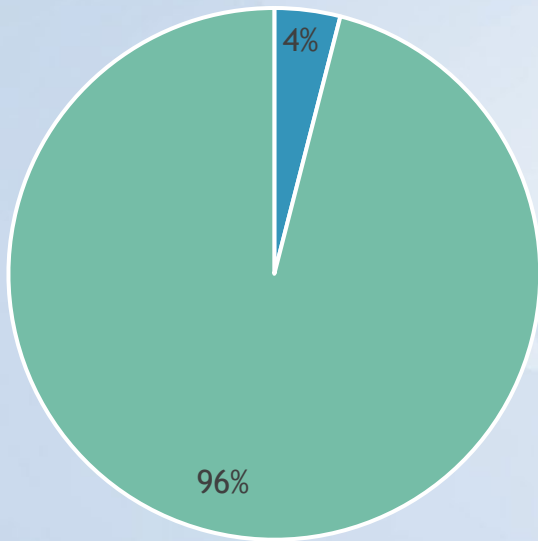
November 2023

FCIB Credit & Collections Survey

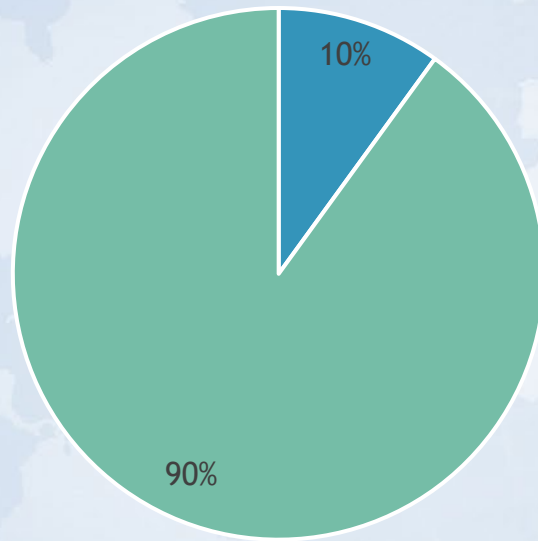
Canada, Israel, Saudi Arabia, UAE

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

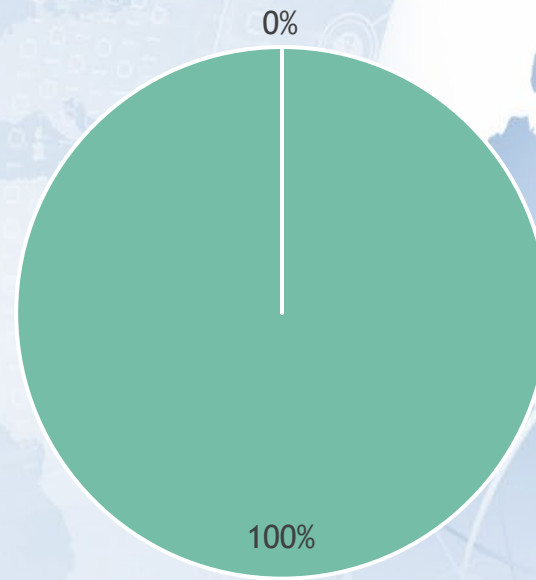
Canada



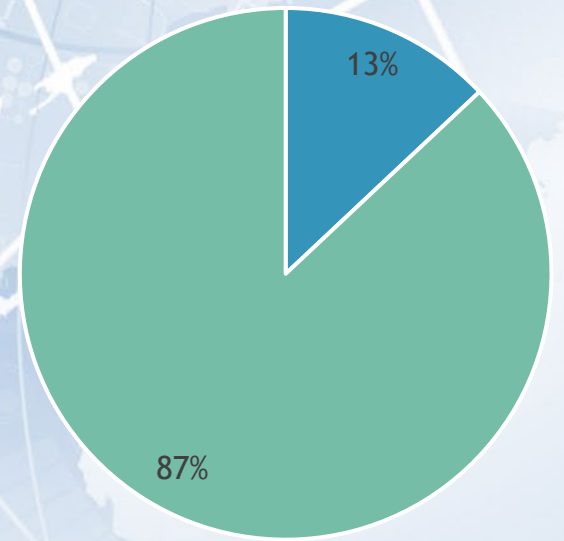
Israel



Saudi Arabia

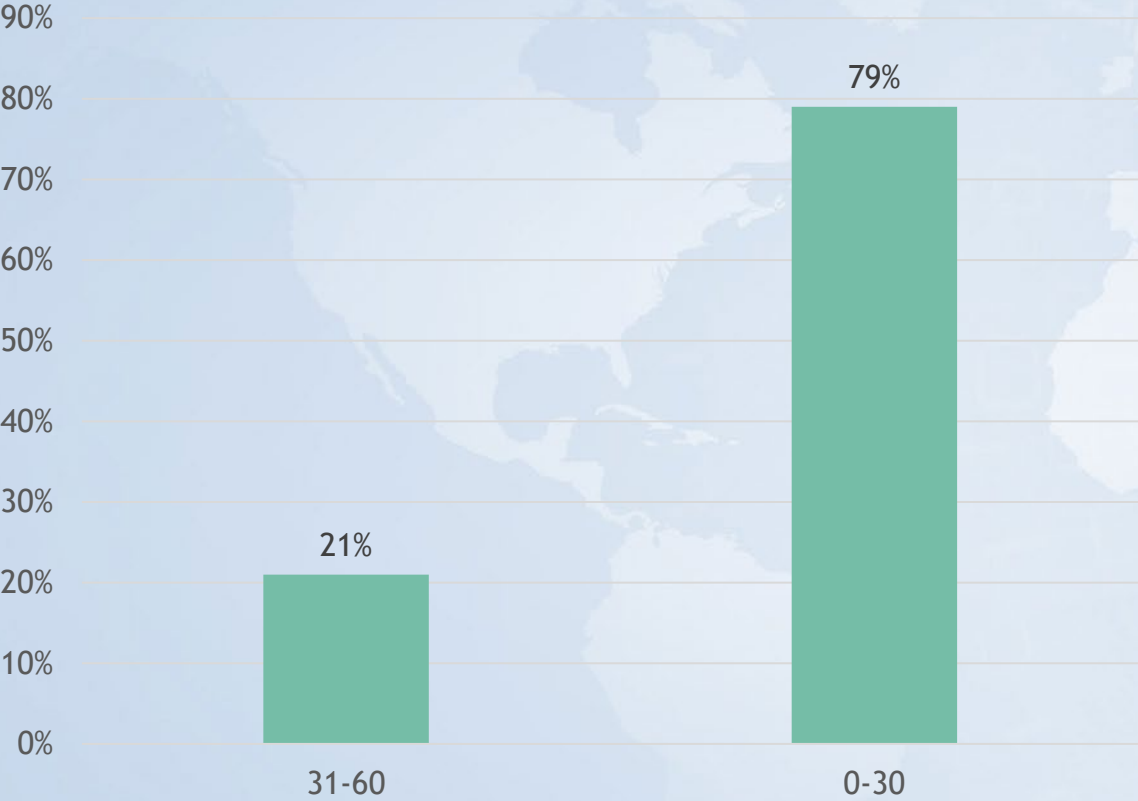


UAE

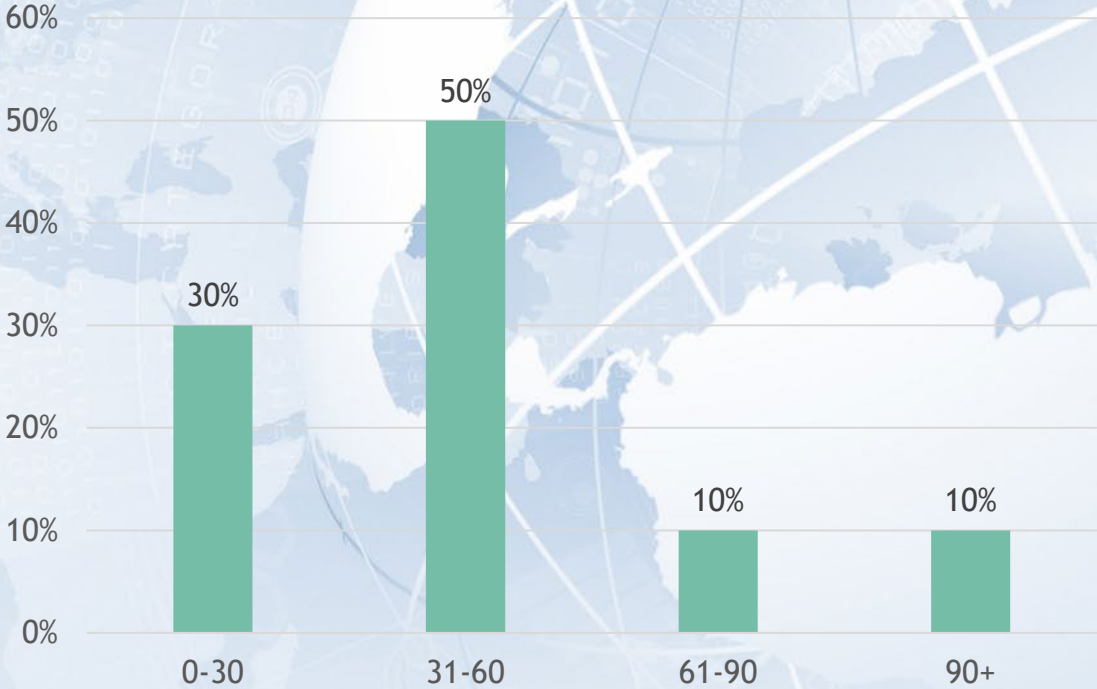


On average, what payment terms are you granting?

Canada



Israel

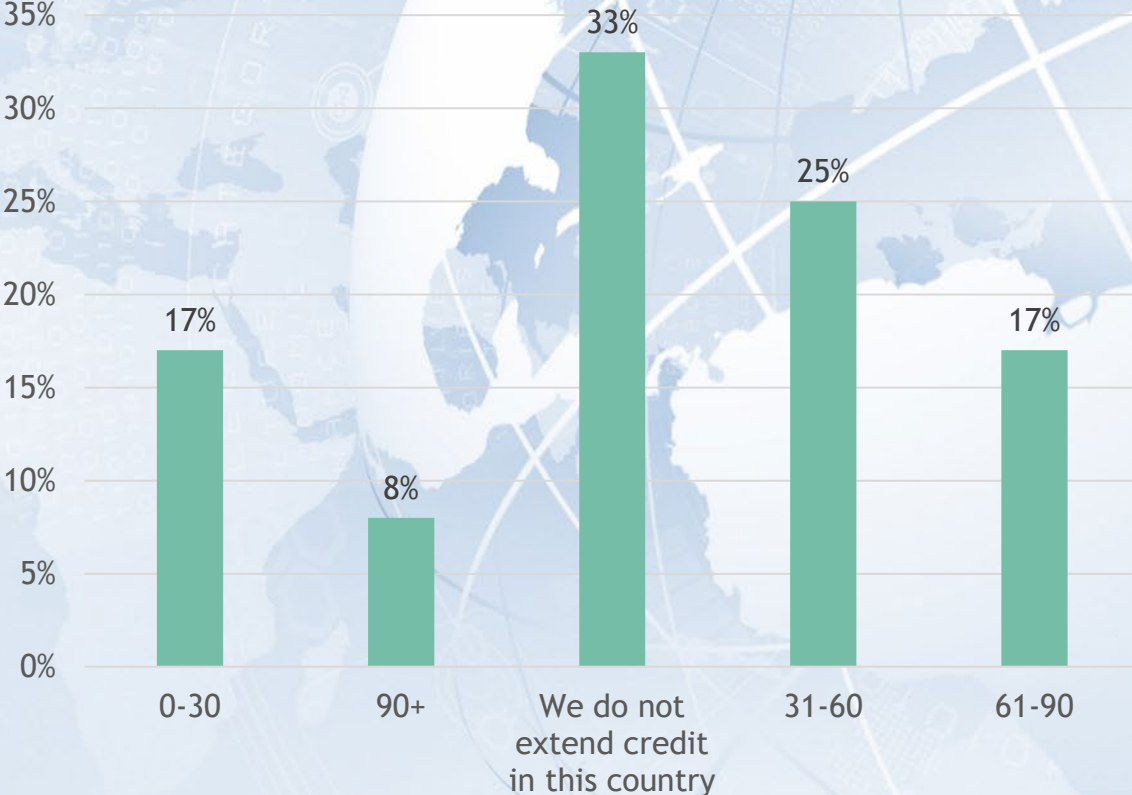


On average, what payment terms are you granting?

Saudi Arabia



UAE



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

Canada

14

Israel

9

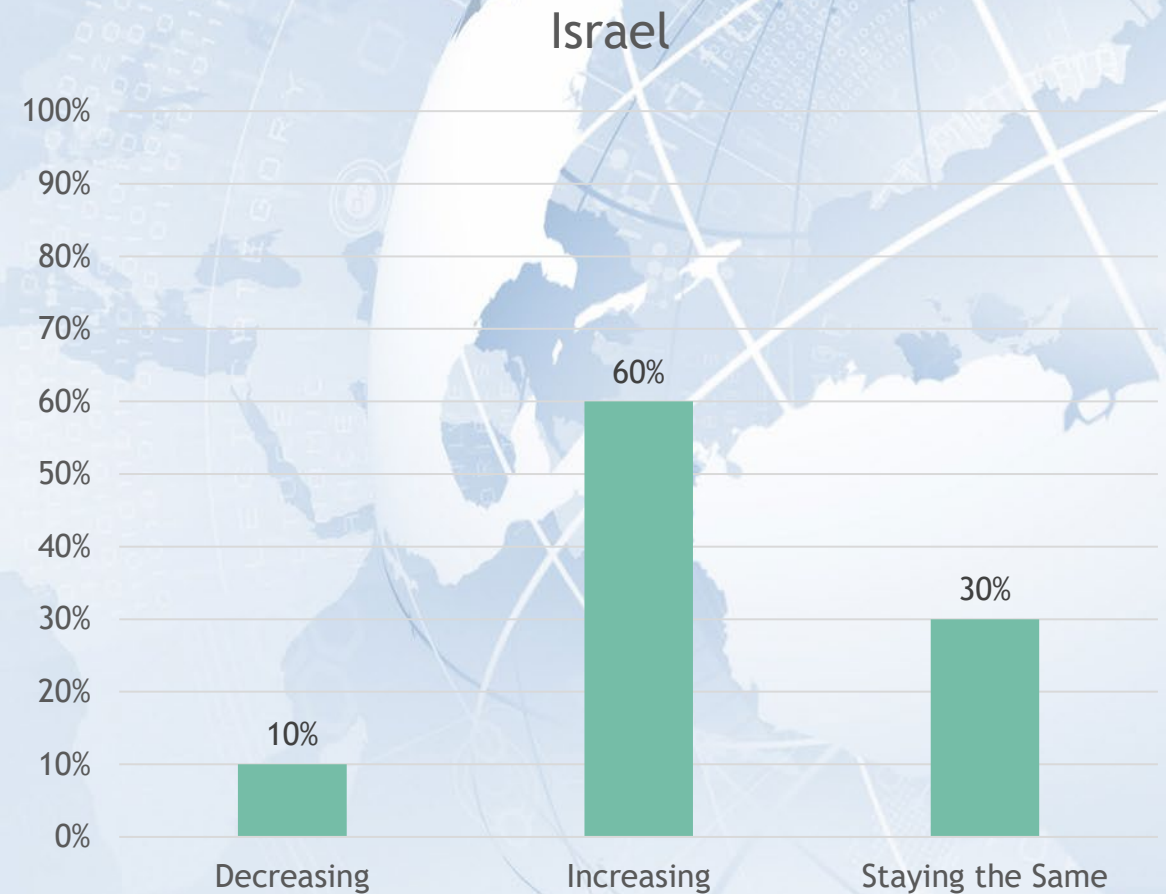
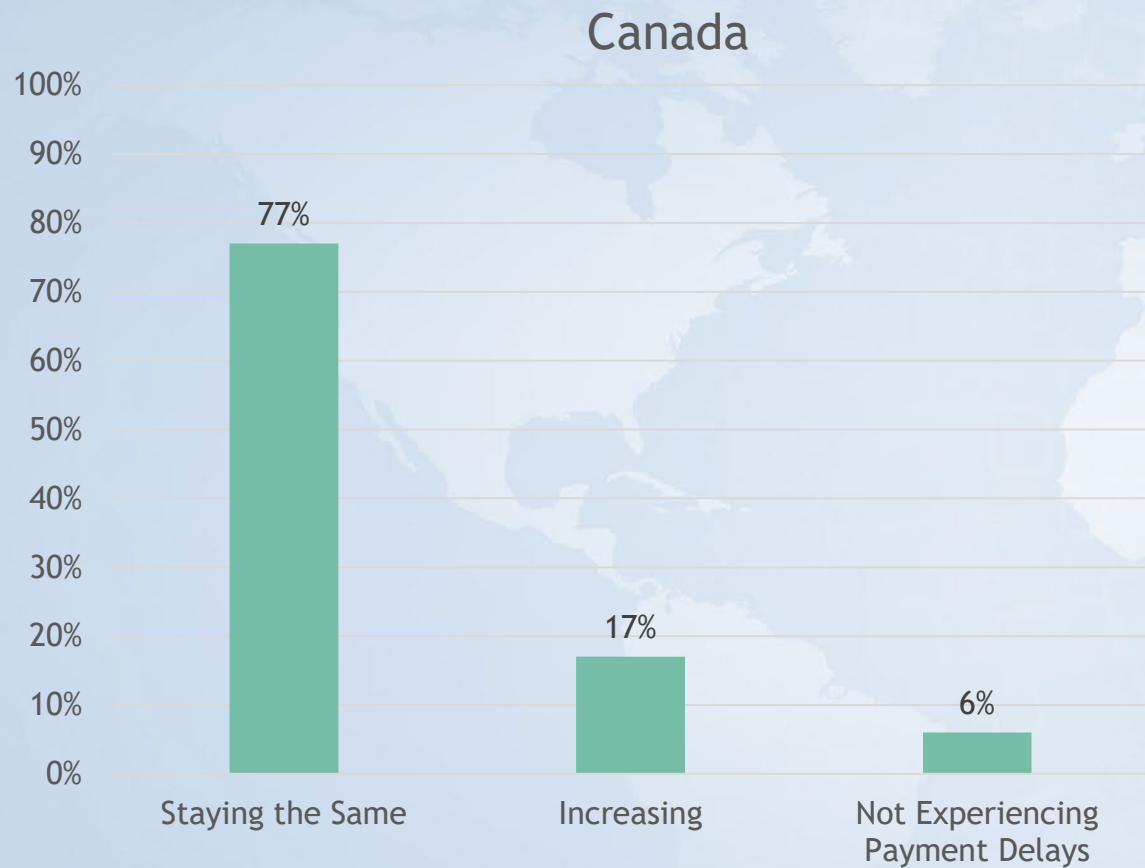
Saudi Arabia

8

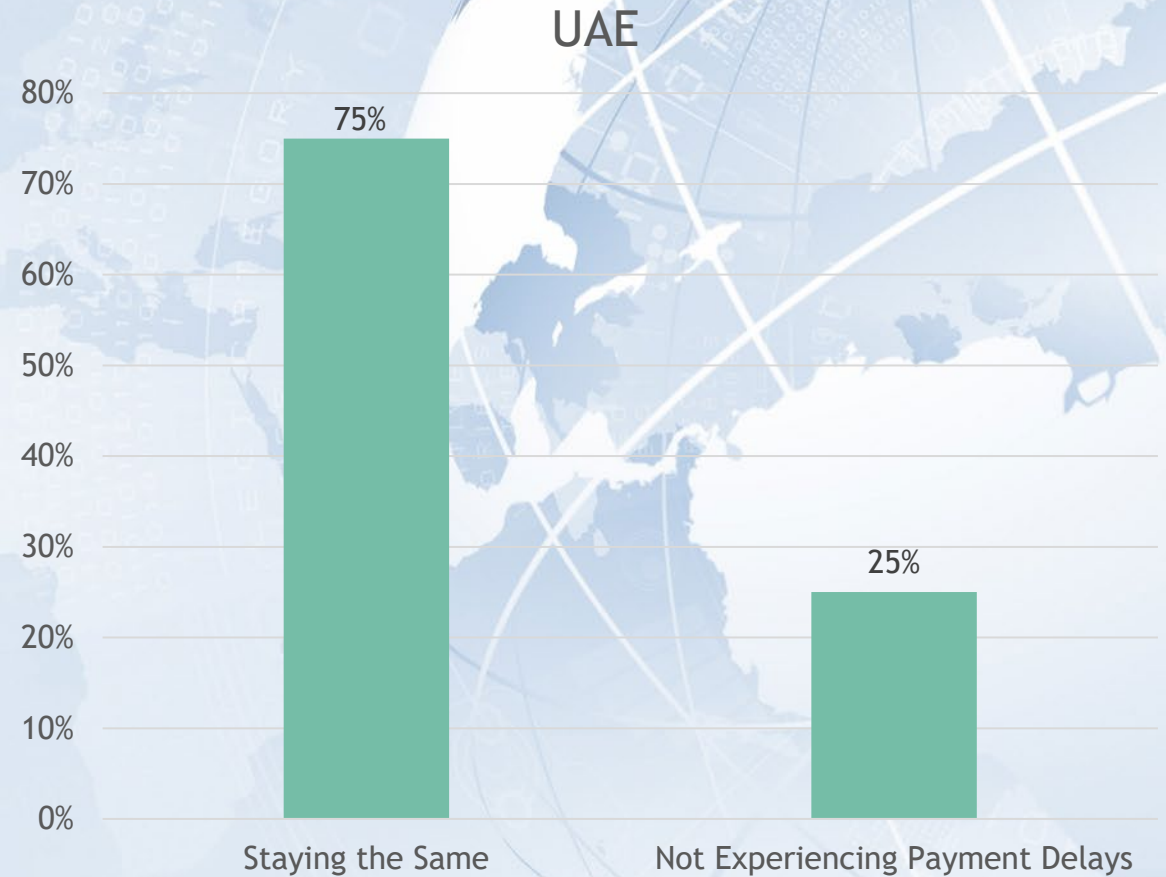
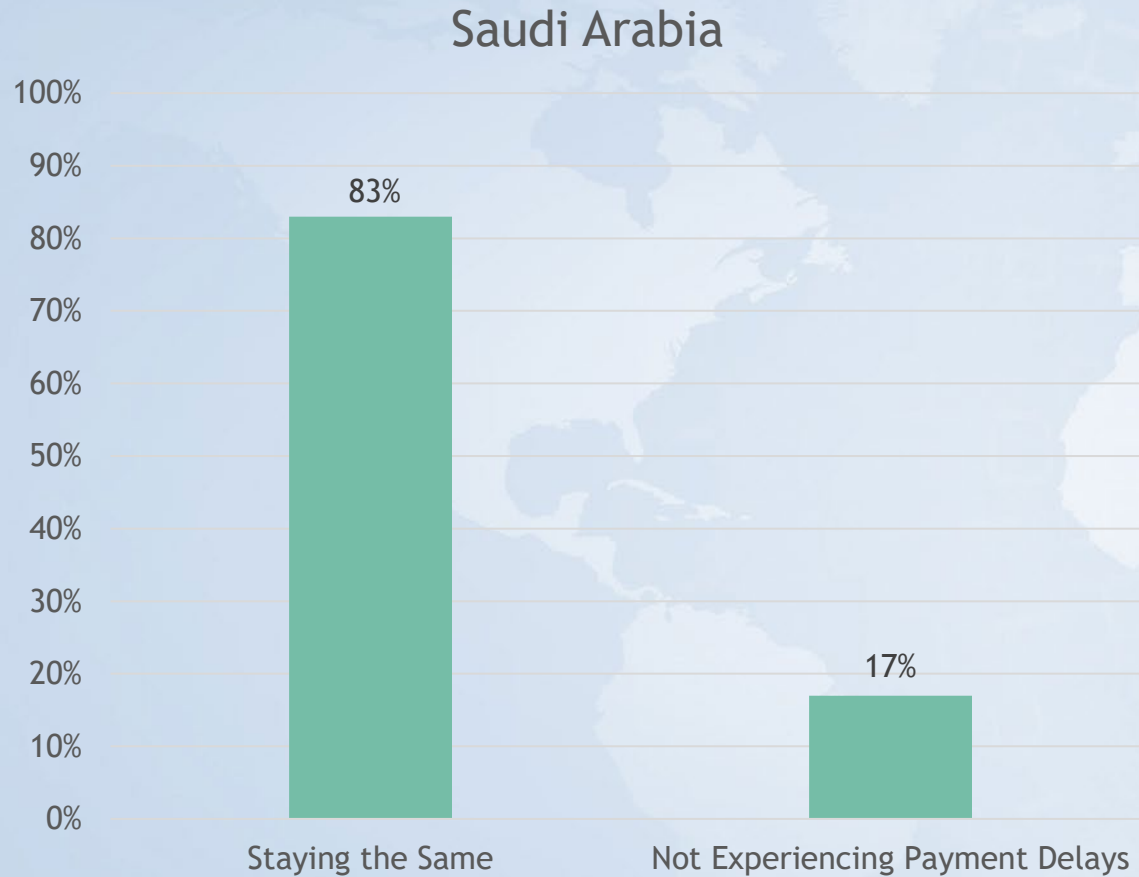
UAE

30

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

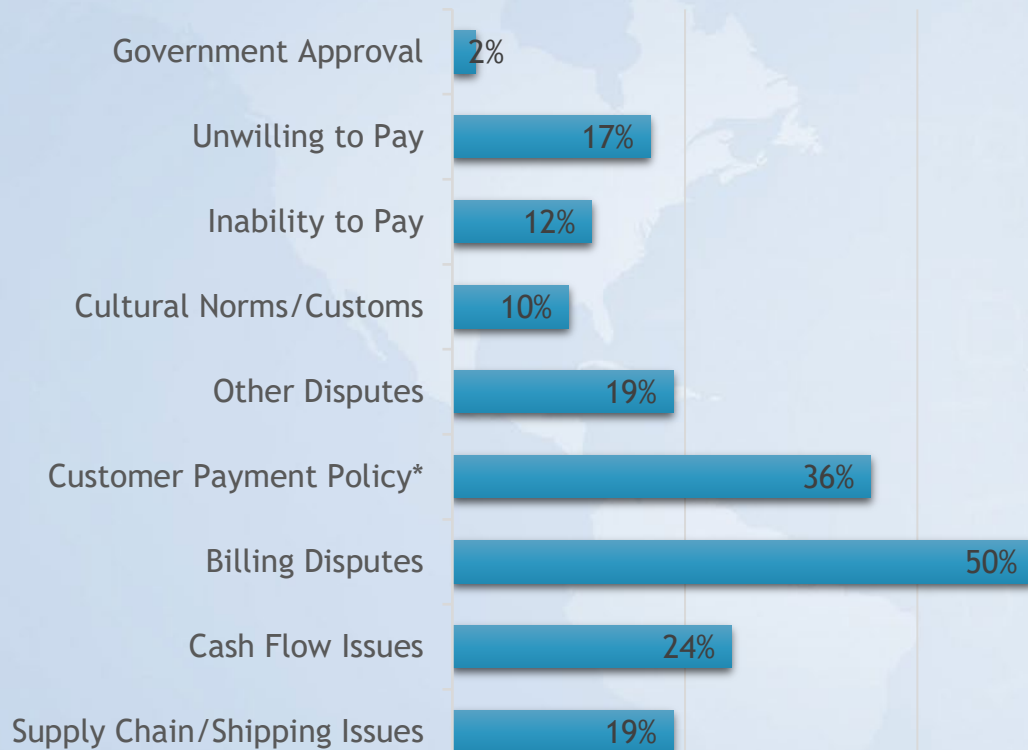


Are payment delays increasing, decreasing, or staying the same?



The most common causes of payment delays

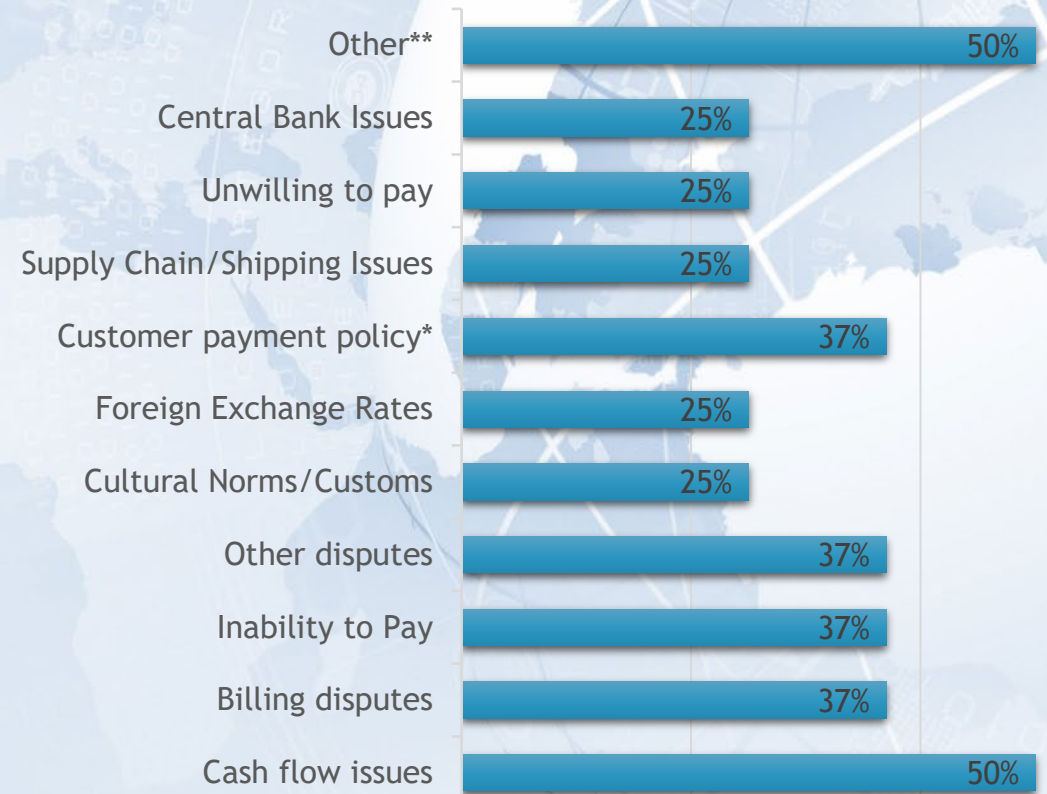
Canada



** (i.e. Saudi Arabia-Hamas war)

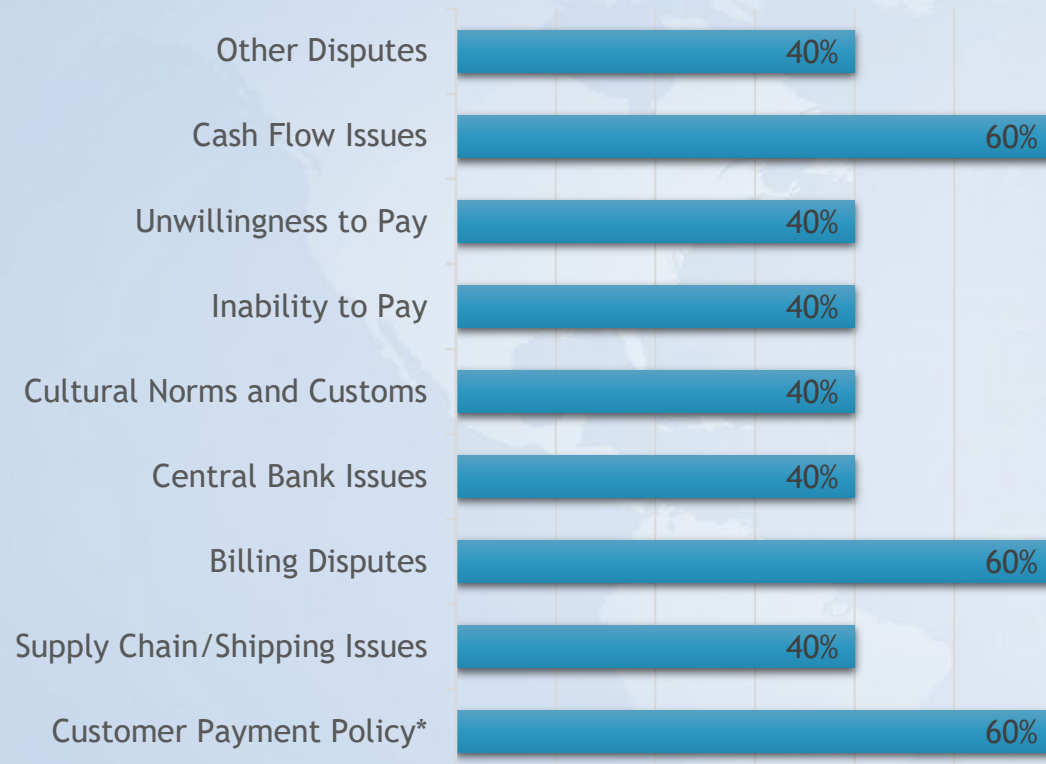
* (i.e. customer only pays on a set day of the month)

Israel

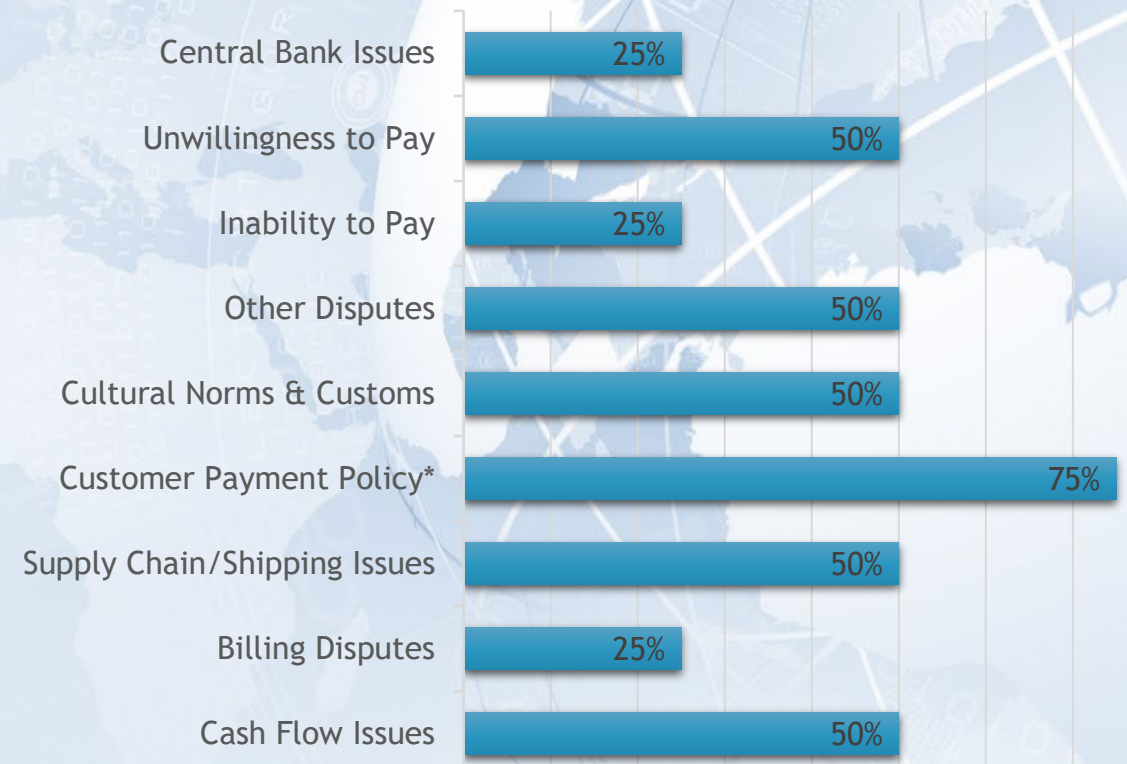


The most common causes of payment delays

Saudi Arabia



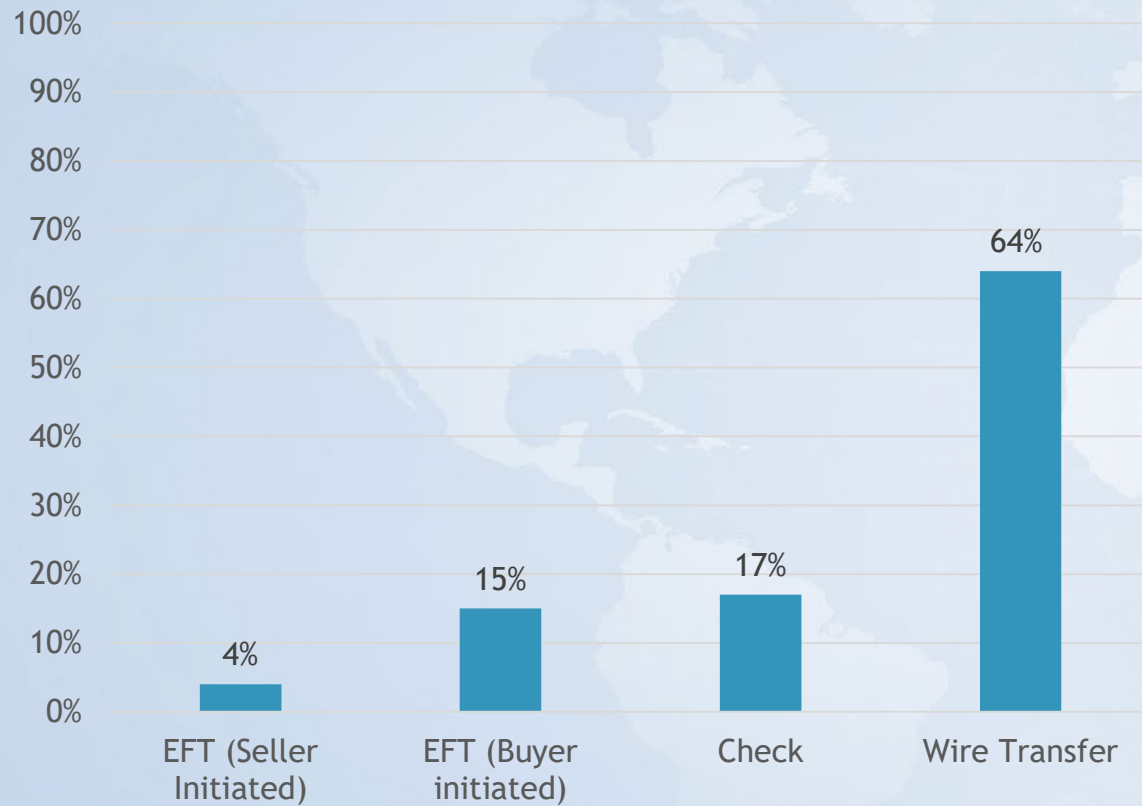
UAE



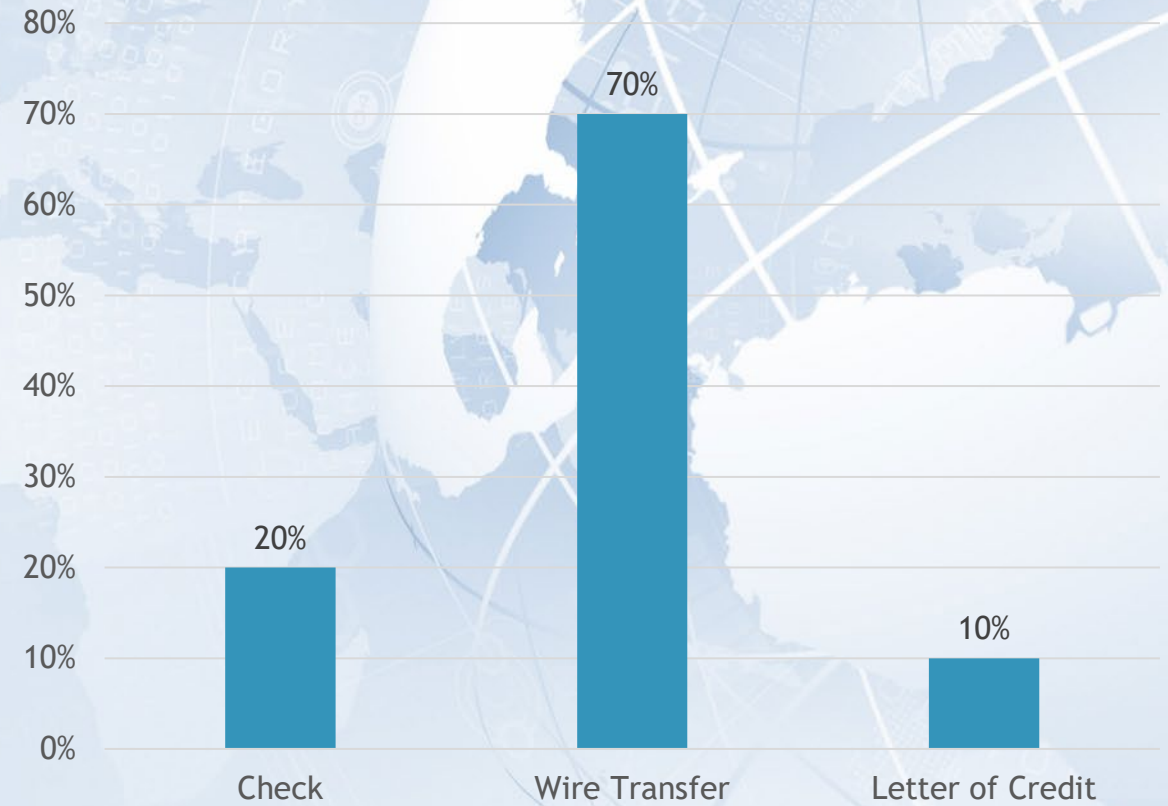
*(i.e. customer only pays on a set day of the month)

Methods used to secure payment

Canada

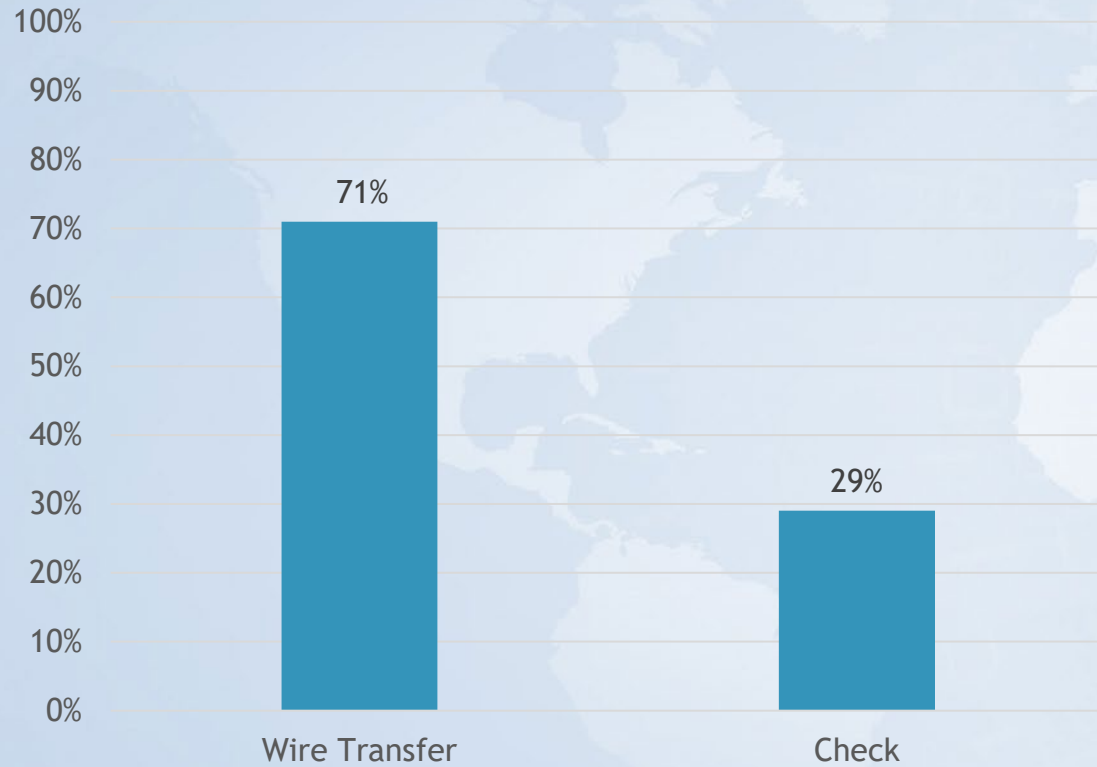


Israel

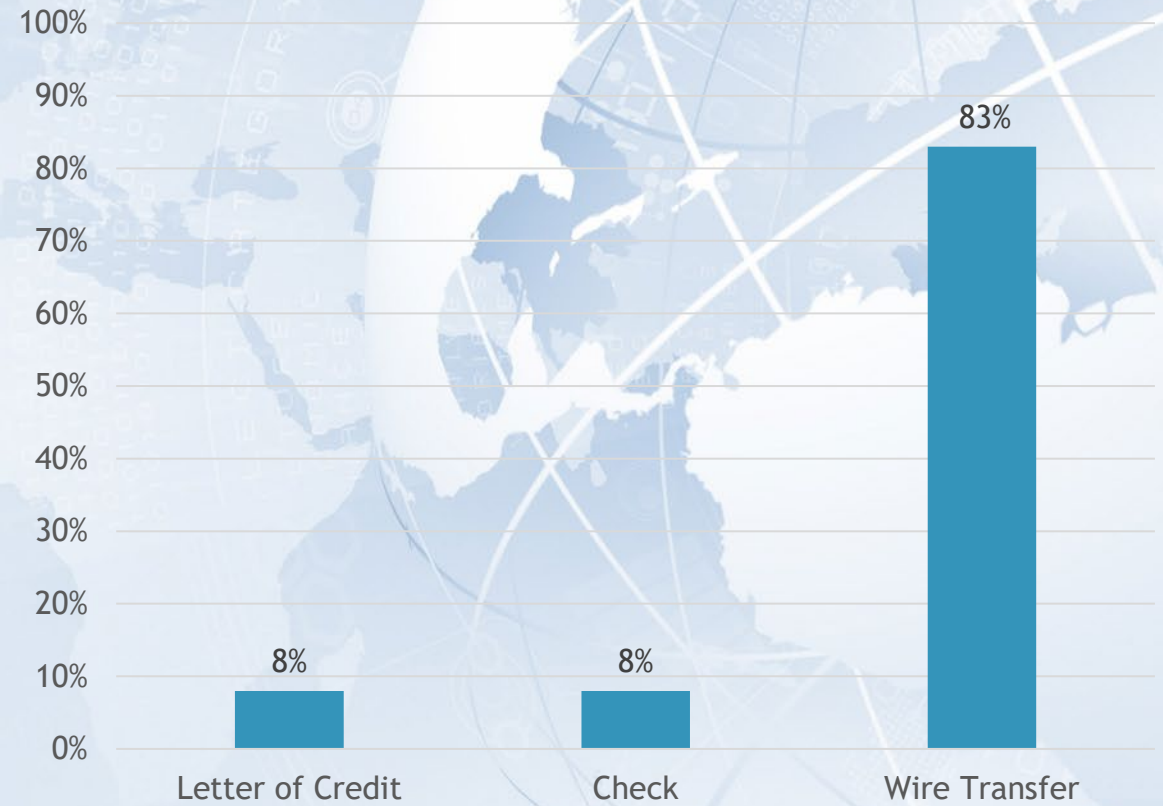


Methods used to secure payment

Saudi Arabia



UAE



Insights from Credit Professionals

Canada

- “Never do a check, always wire payments because checks can take nearly three weeks coming from Canada.”
- “They are typically like dealing with a US company, but you do need to be aware of the currency they want to be billed and that they pay in. They tend to change and do which ever benefits them at the time.”
- “Have a French speaking employee involved.”
- “Get to know your customers' expectations and pay habits. They also seem to like a little more ‘TLC’ than US customers and giving them attention and respect goes a long way in getting paid on time.”
- “Provincial tax rates vary and industry standards in regards to payment terms vary greatly.”

Israel

- “Make sure you have a contract and it outlines all scenarios up front. Build in a late payment penalty clause.”
- “Try to be patient.”

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.
- With continued global inflation, war in Ukraine and high interest, you need to know your true legal customer to prevent fraud and keep your A/R secured.
- 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.
- Ensure payment language is on the wire payments received.