Bosnia and Herzegovina

Total Respondents:

| September 2013 | 36 |
|----------------|----|
| May 2014 | 18 |
| January 2015 | 21 |



Number of Accounts & Customers in this Country

| Bosnia and Herzegovina | 0 | 1-10 | 11-20 | 21-30 | 31-40 | 41+ |
|---------------------------|-----|------|-------|-------|-------|-----|
| September 2013 | 80% | 15% | 5% | | | |
| May 2014 | 69% | 32% | | | | |
| January 2015 | 83% | 17% | | | | |

Top Payment Method

| Bosnia and Herzegovina | PIA Payment in Advance | L/C Letter of Credit | O/A Open Account | D/D Dated Draft | CAD Cash Against Documents | Alternative Methods Of Payment | Not Applicable |
|---------------------------|------------------------------|----------------------------|------------------------|-----------------------|----------------------------------|-----------------------------------|----------------|
| September 2013 | | 4% | 23% | | | | 73% |
| May 2014 | 43% | | 57% | | | | |
| January 2015 | 38% | | 60% | | 10% | | |

Open Account, Average Trading Terms/Number of Days

| Bosnia and | 0 – 30 Days | 45 Days | 60 Days | 90 Days | 120 Days | 150 Days | 150+ Days |
|----------------|-------------|---------|---------|---------|----------|----------|-----------|
| Herzegovina | | | | | | | |
| September 2013 | 25% | | 50% | 25% | | | |
| May 2014 | 25% | | 50% | 25% | | | |
| January 2015 | 40% | 20% | 20% | 20% | | | |

Open Account, Average Payment Delay

| Bosnia and | No Delay | Less than 30 Days | 30-60 Days | 61-90 Days | 90+ Days | |
|----------------|----------|-------------------|------------|------------|----------|--|
| Herzegovina | | | | | | |
| September 2013 | 50% | 50% | | | | |
| May 2014 | 50% | | 25% | 25% | | |
| January 2015 | 33% | 67% | | | | |

Alternative Methods of Payment

| Bosnia and | | | |
|----------------|-----------------------------------|--|--|
| Herzegovina | | | |
| September 2013 | No methods listed by participants | | |
| May 2014 | No methods listed by participants | | |
| January 2015 | No methods listed by participants | | |

Average Number of Past Due Accounts (>\$25K)

| Bosnia and | | | |
|----------------|-----------------------------|--|--|
| Herzegovina | | | |
| September 2013 | None listed by participants | | |
| May 2014 | None listed by participants | | |
| January 2015 | None listed by participants | | |