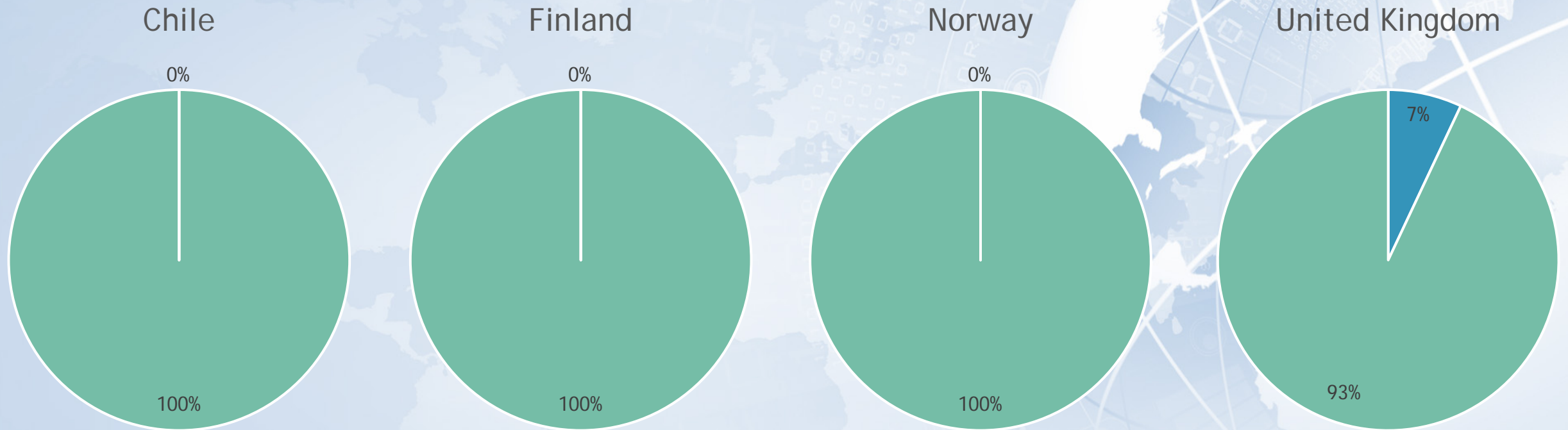


November 2022

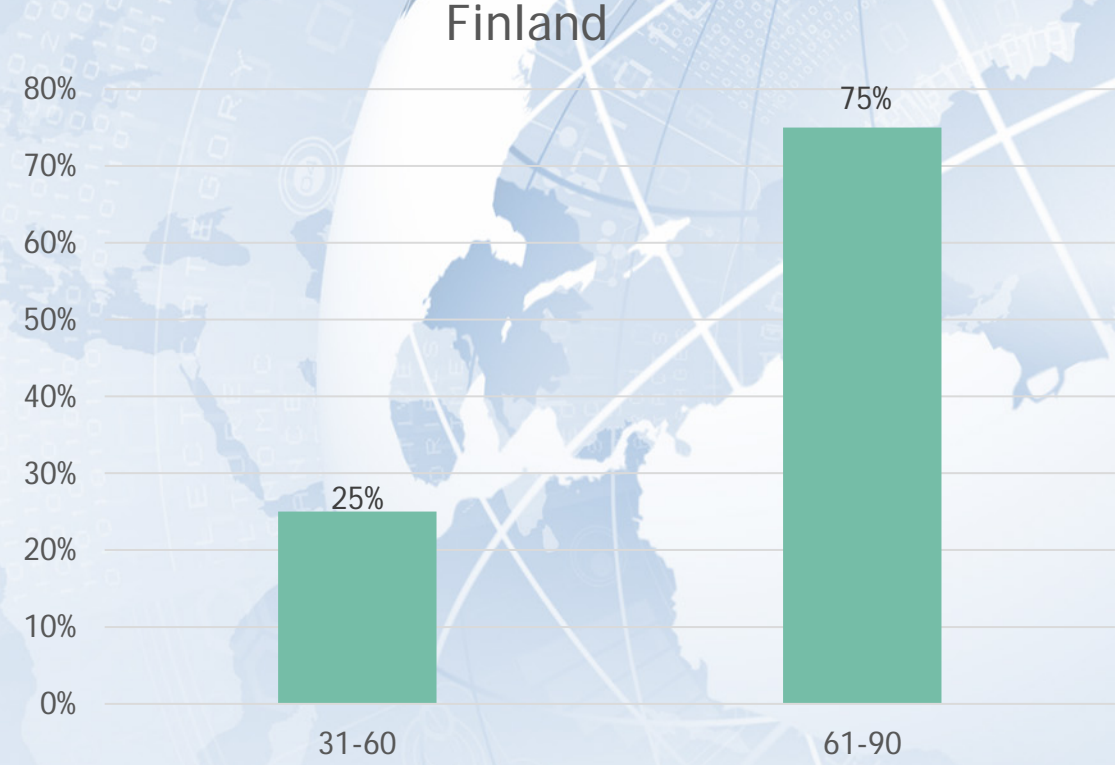
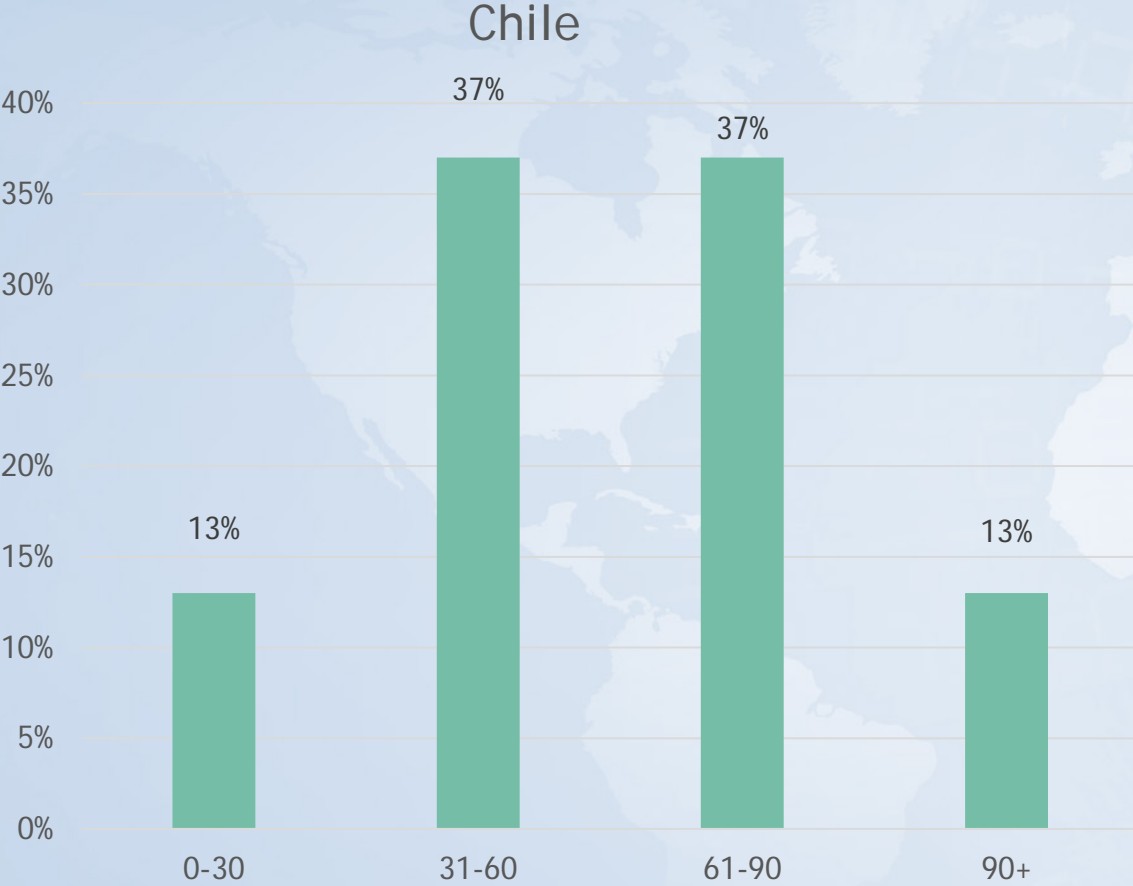
FCIB Credit & Collections Survey

Chile, Finland, Norway, United Kingdom

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

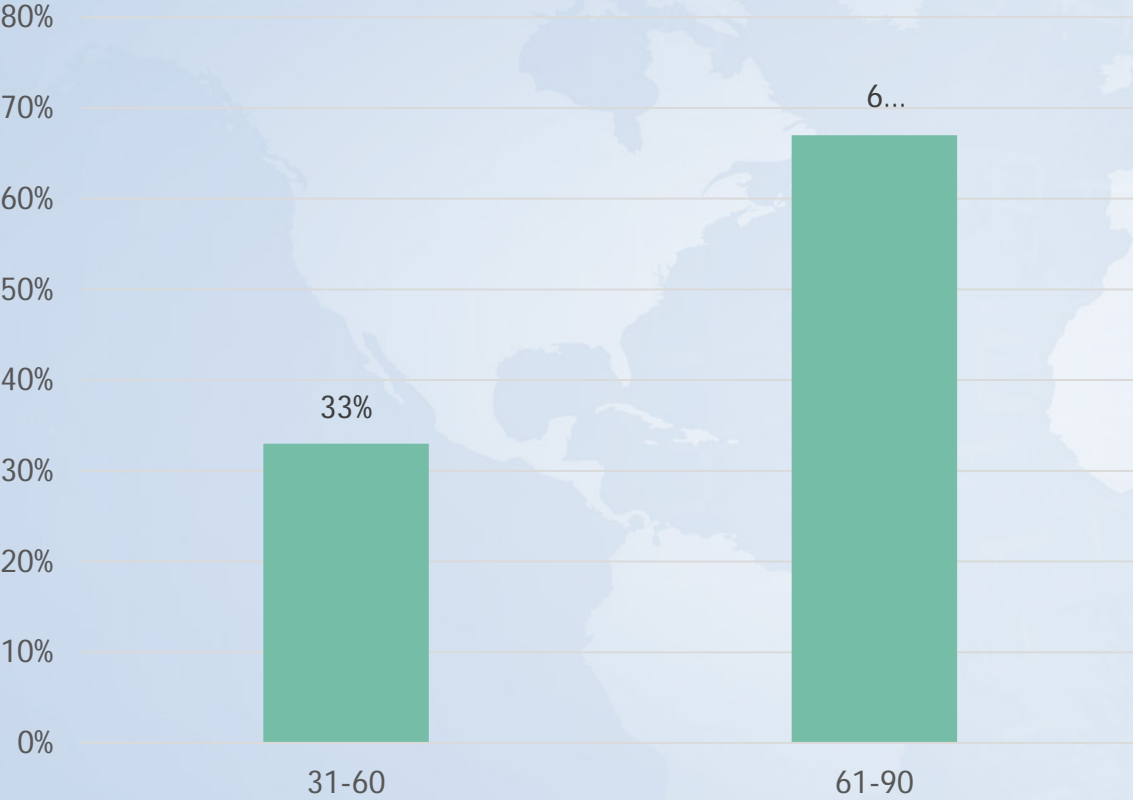


On average, what payment terms are you granting?

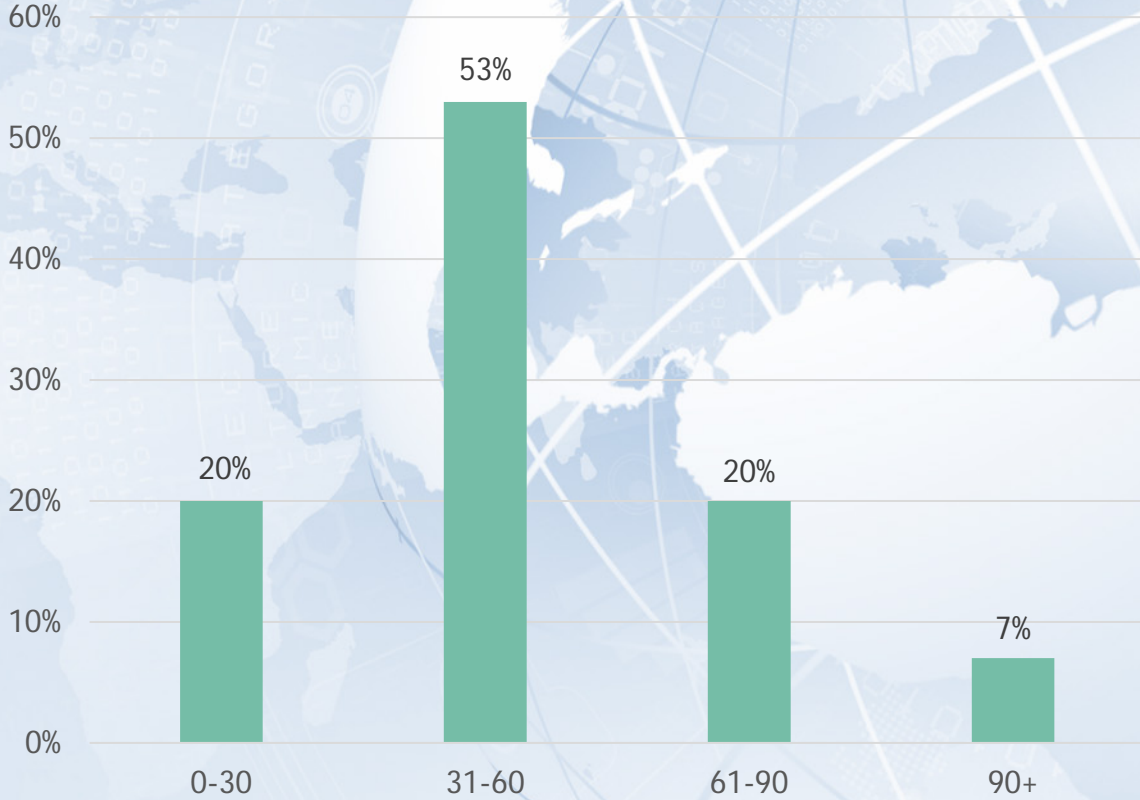


On average, what payment terms are you granting?

Norway



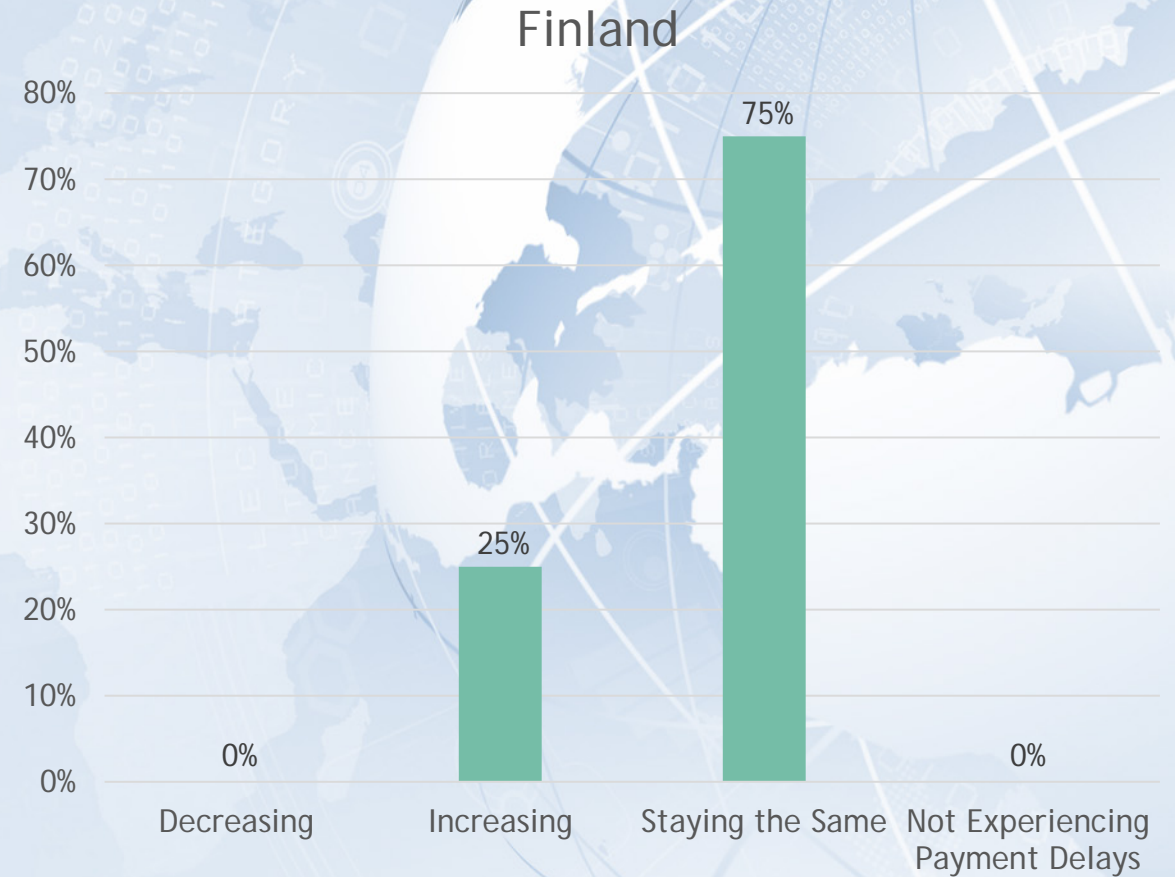
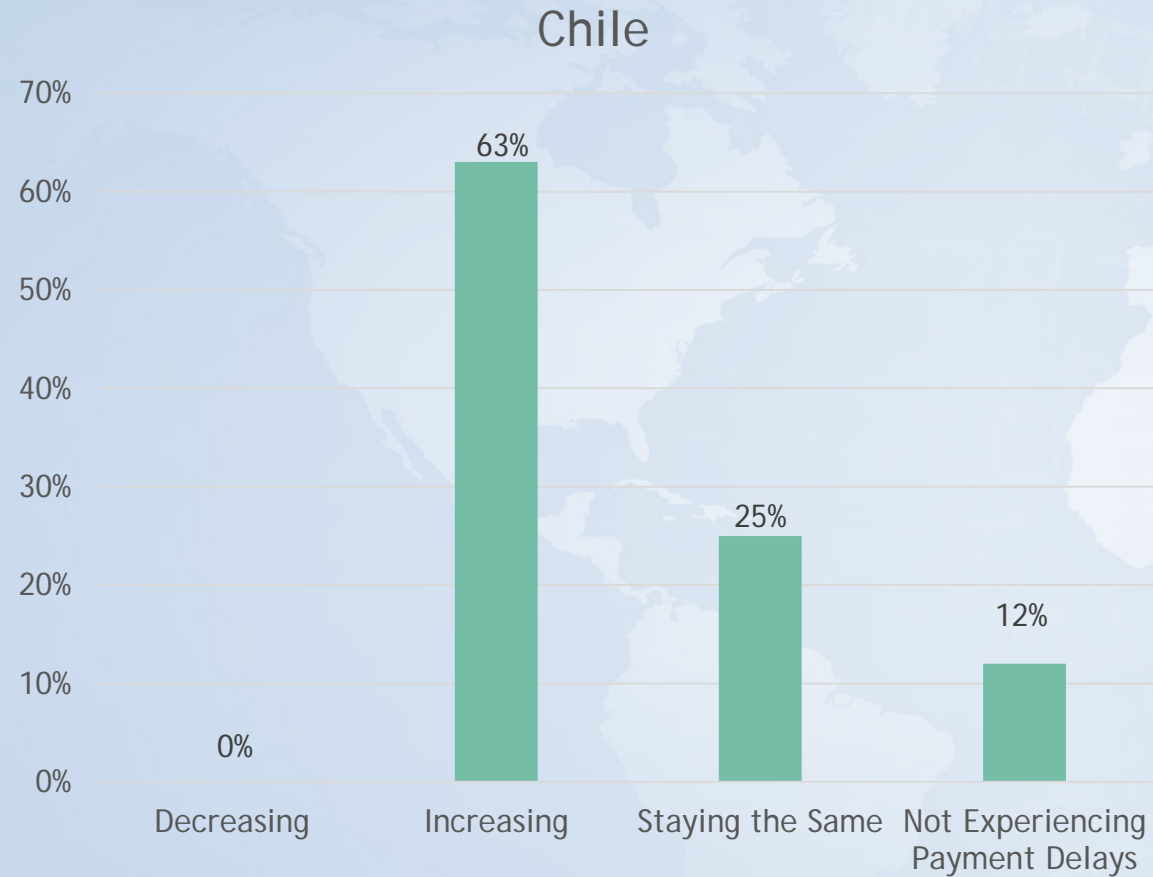
United Kingdom



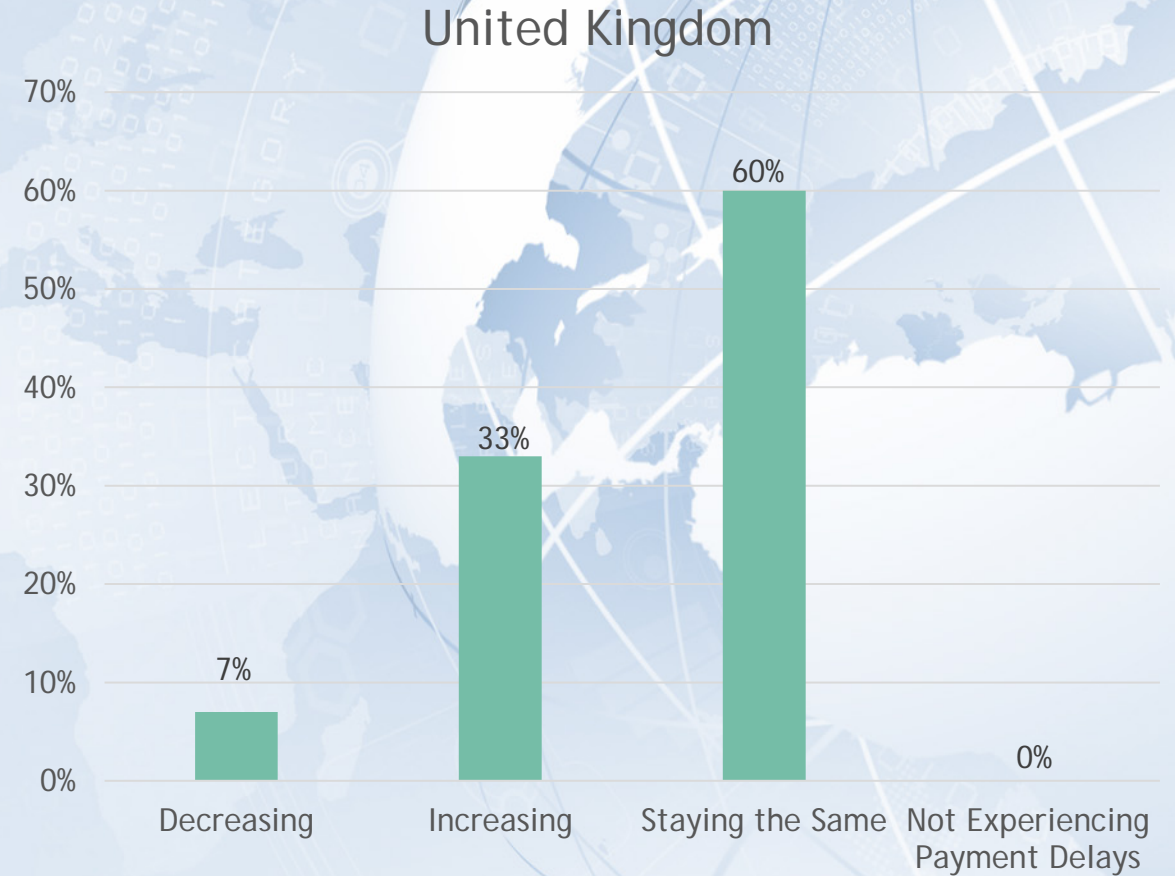
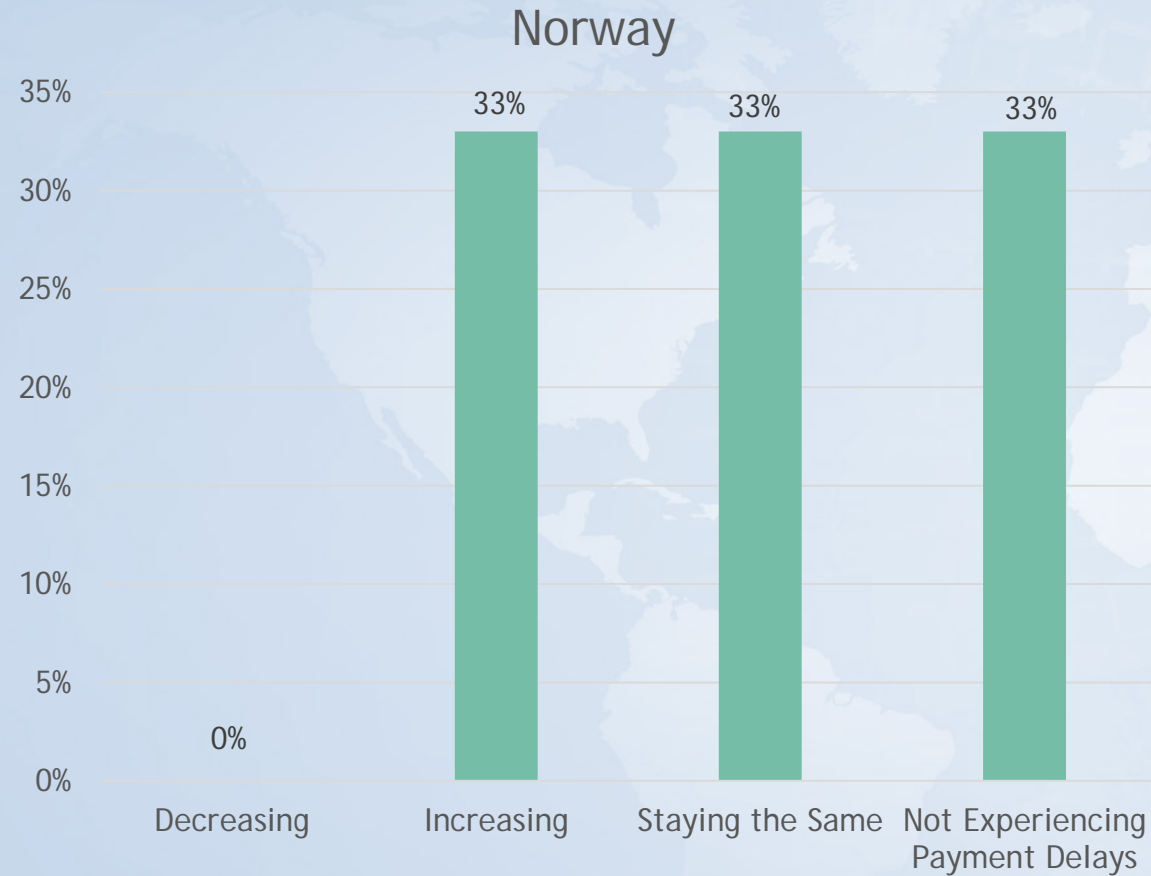
What is the average number of days beyond terms in these countries?



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

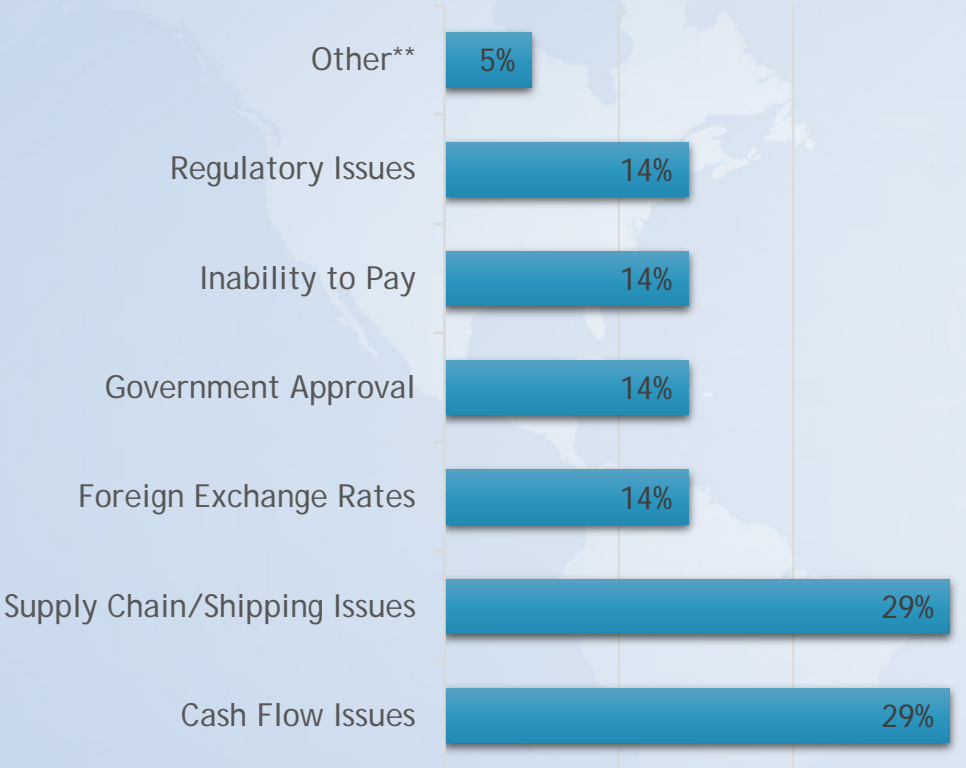


Are payment delays increasing, decreasing, or staying the same?



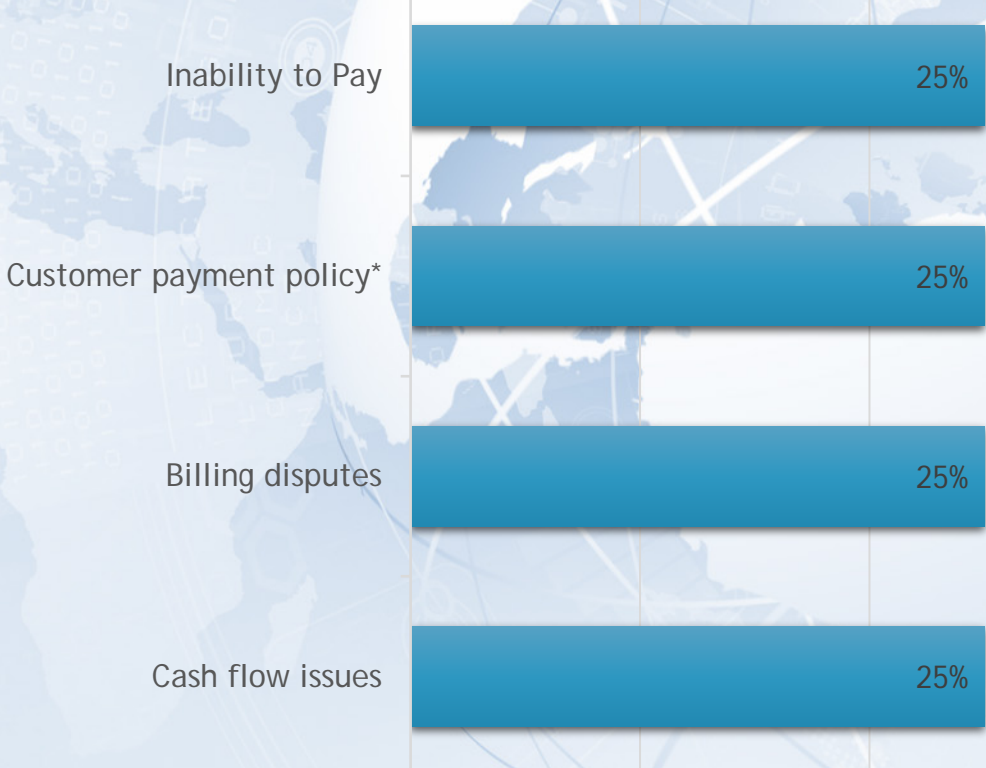
The most common causes of payment delays

Chile



**Delays in customer processing and auditing of invoices

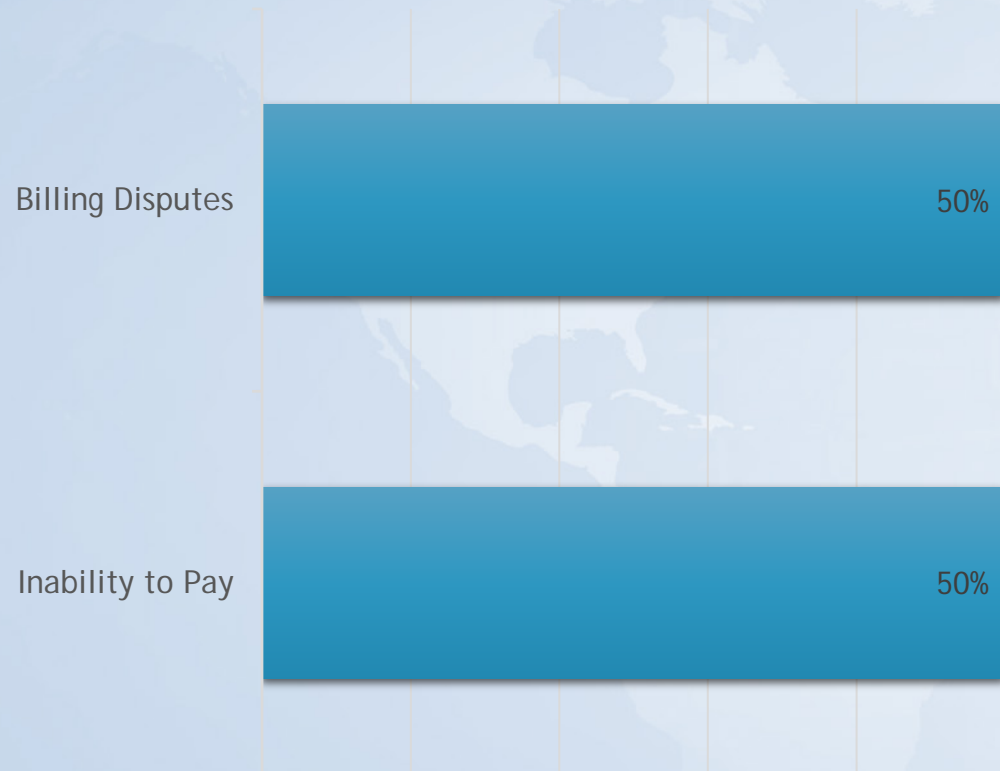
Finland



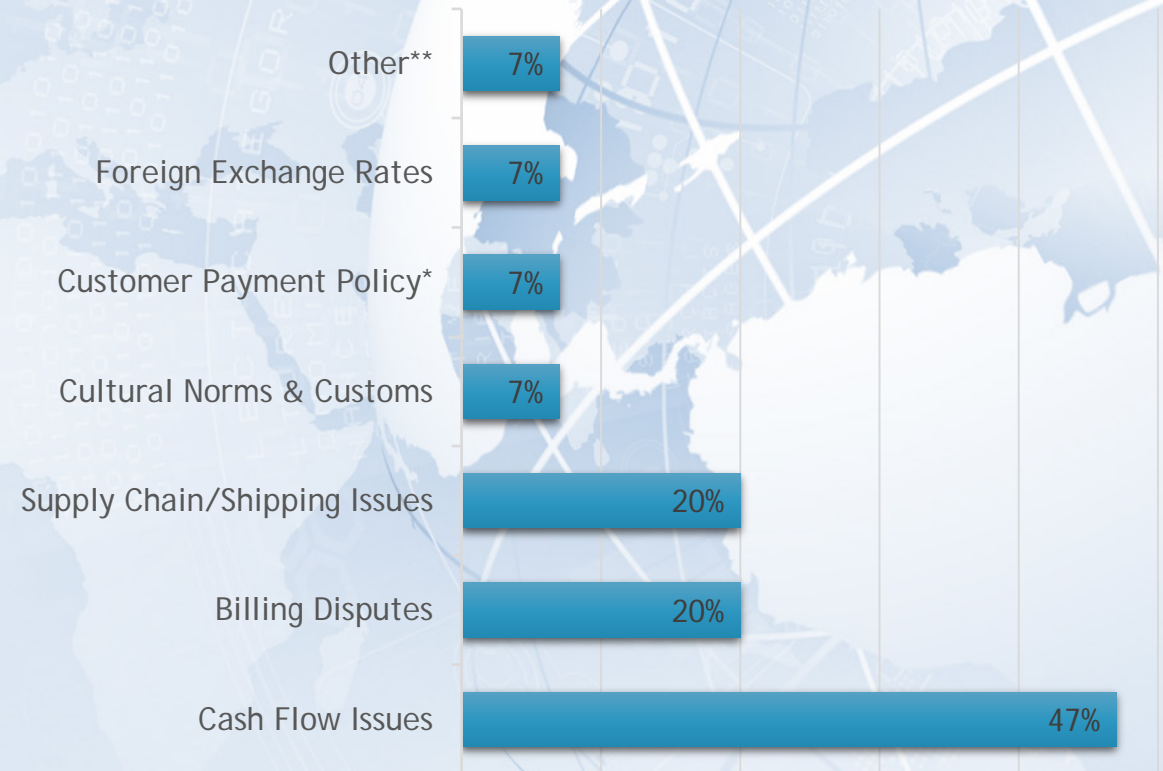
*(i.e. customer only pays on a set day of the month)

The most common causes of payment delays

Norway

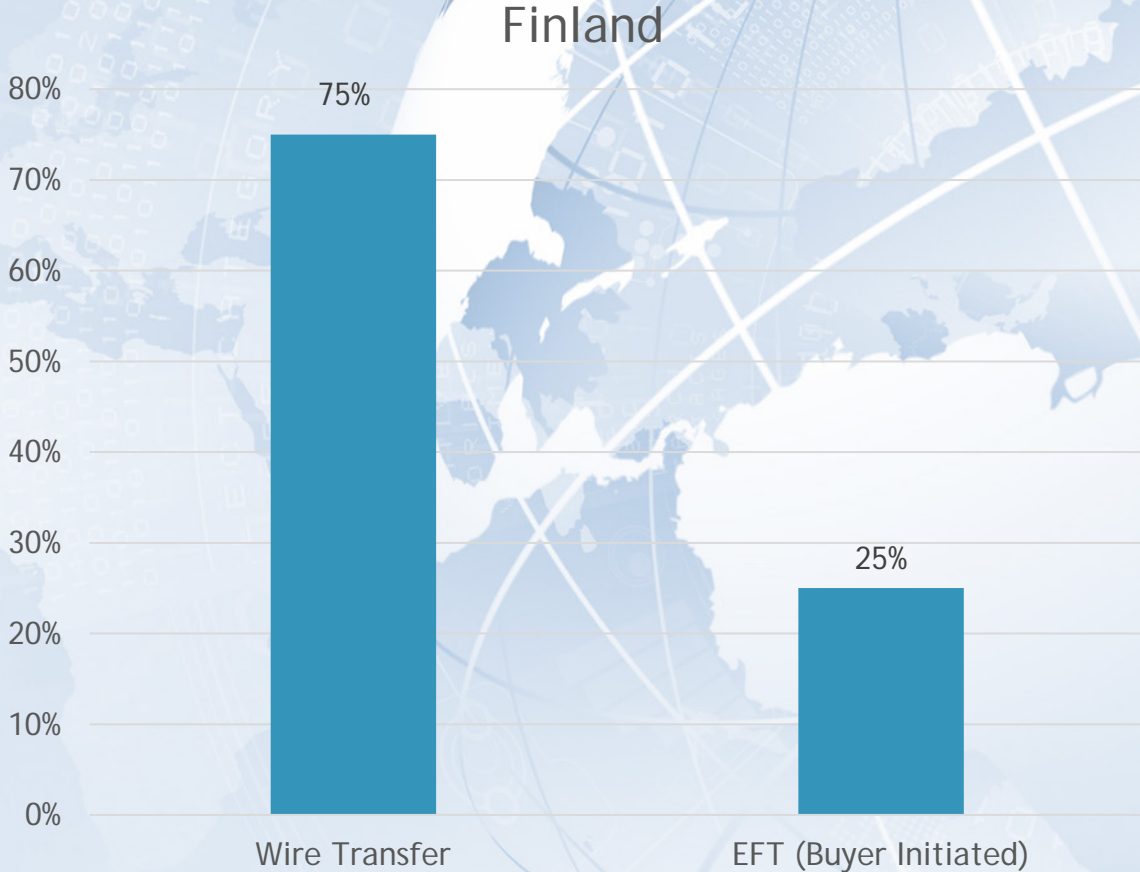


United Kingdom



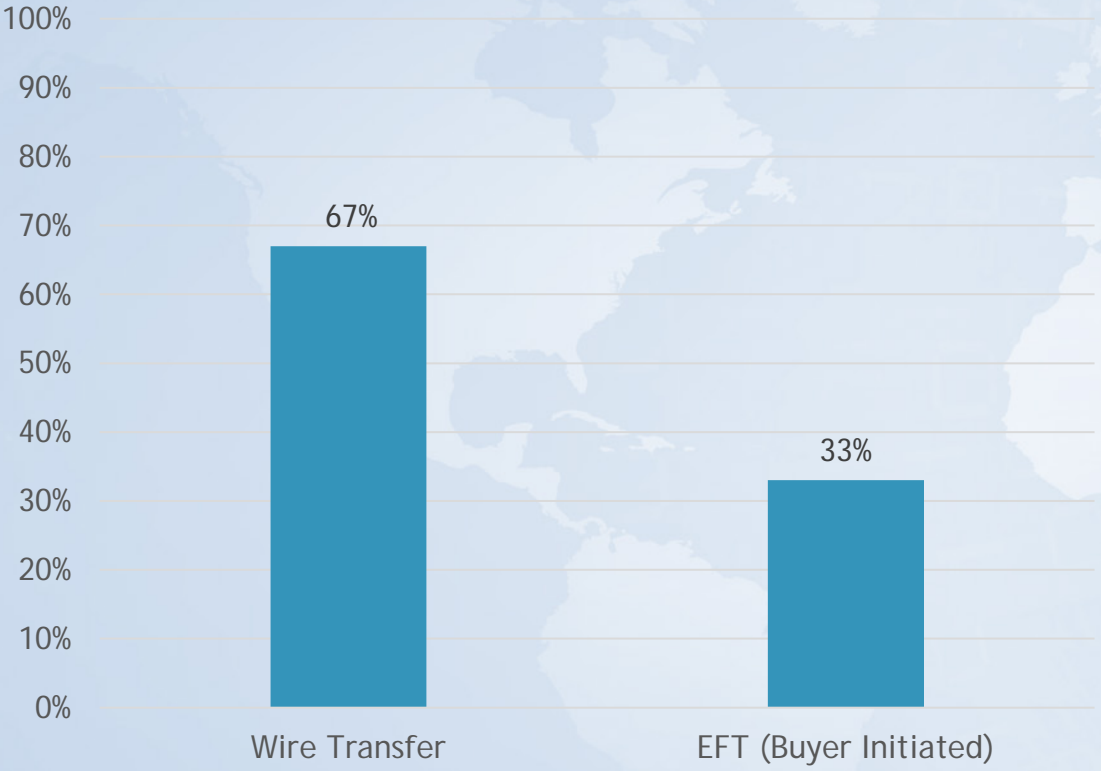
*(i.e. customer only pays on a set day of the month)

Methods used to secure payment

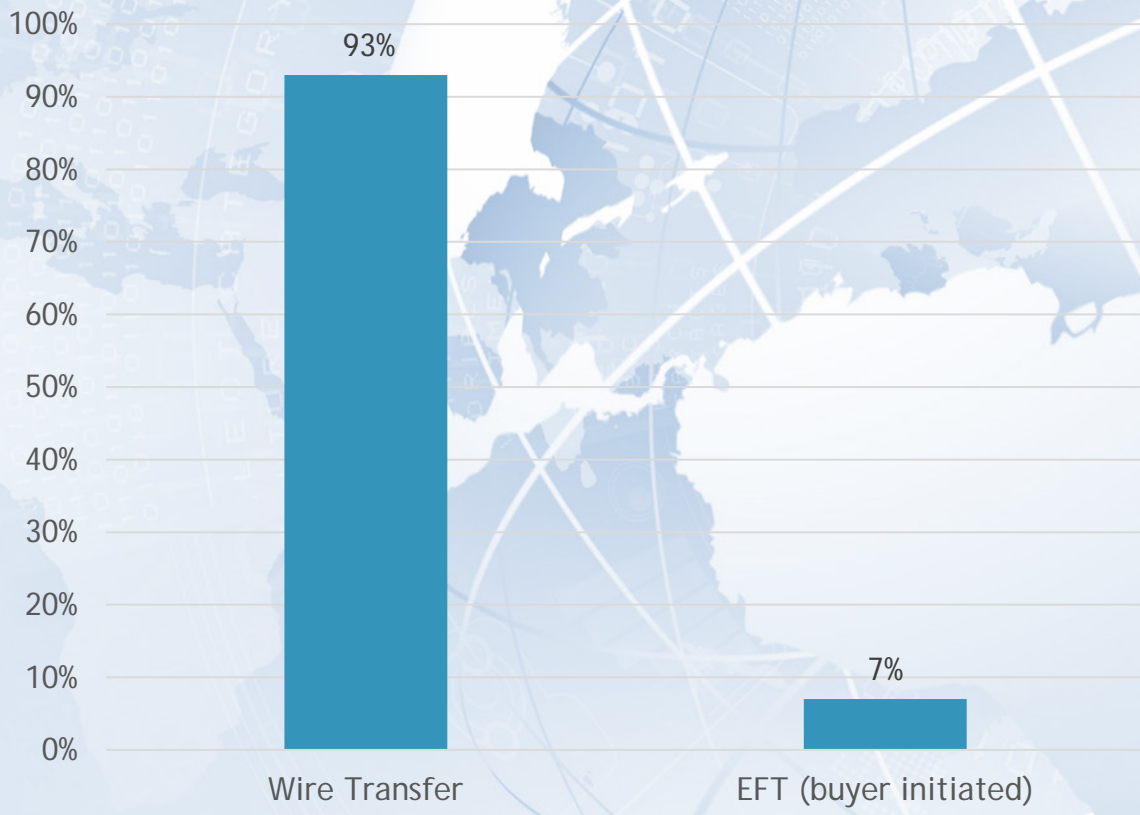


Methods used to secure payment

Norway



United Kingdom



Insights from Credit Professionals

Chile

- All paperwork that customer has to do to get an approval for payment which may take more than 1 month.
- Get financials of your customer before extending terms; know your customer.

United Kingdom

- Current economic conditions in UK are affecting cash flow for many customers.
- LOTS of bankruptcies in the UK after Brexit; be careful granting credit as the economy in the UK only to get worse. Ukraine war also has an impact on their economy, so monitor payments very closely.
- Use Credit Insurance if approving Net Terms.
- Confirm terms and payment.
- Send statement of open invoices and obtain POD's.

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.