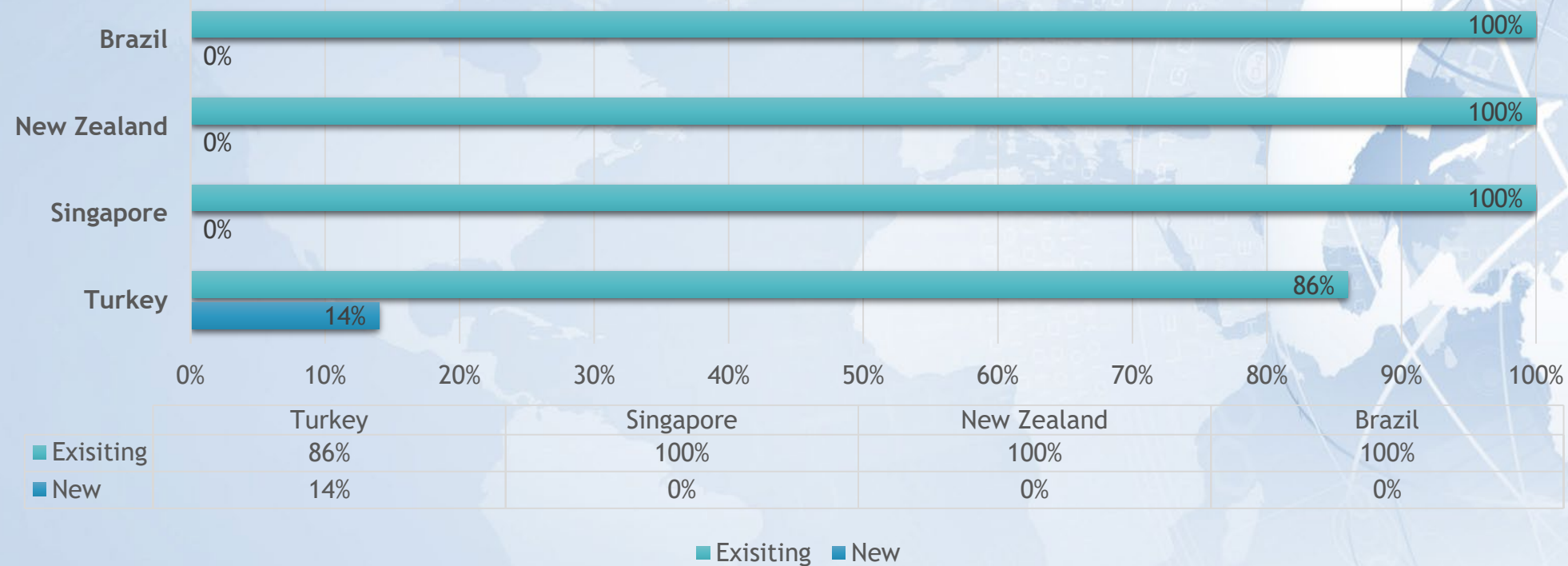


April 2024

FCIB Credit & Collections Survey

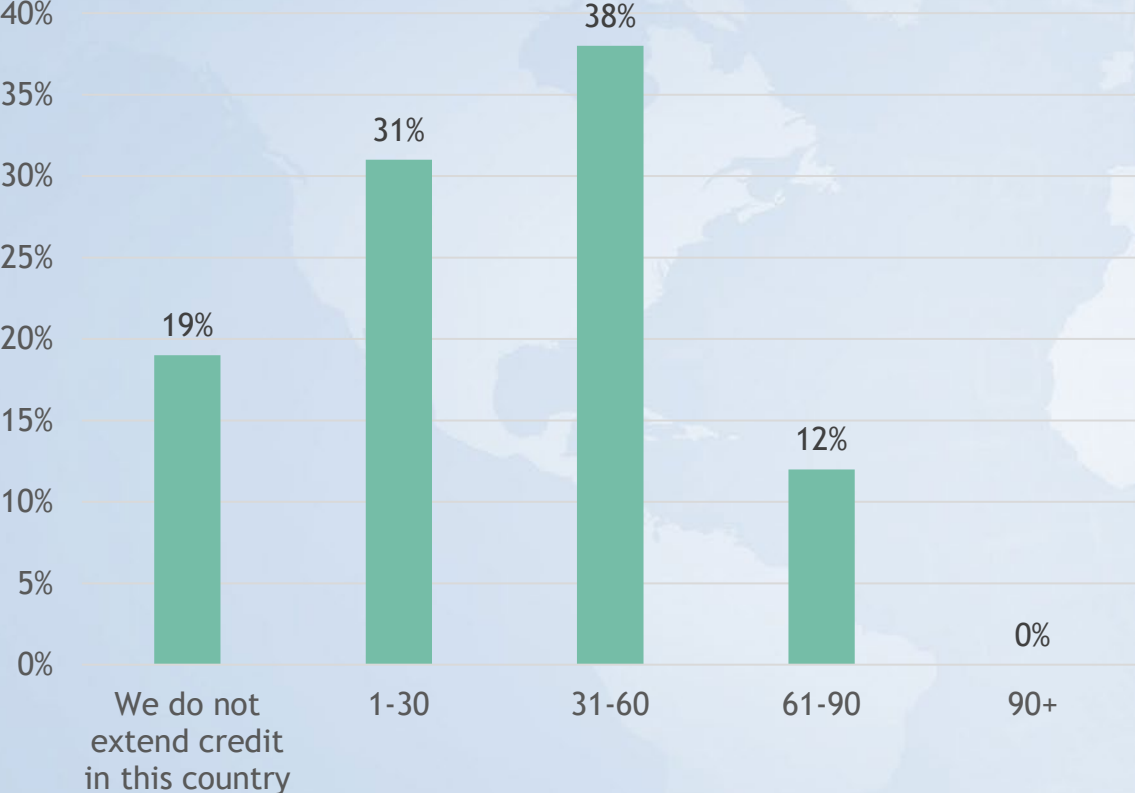
Brazil, New Zealand, Singapore, Turkey

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

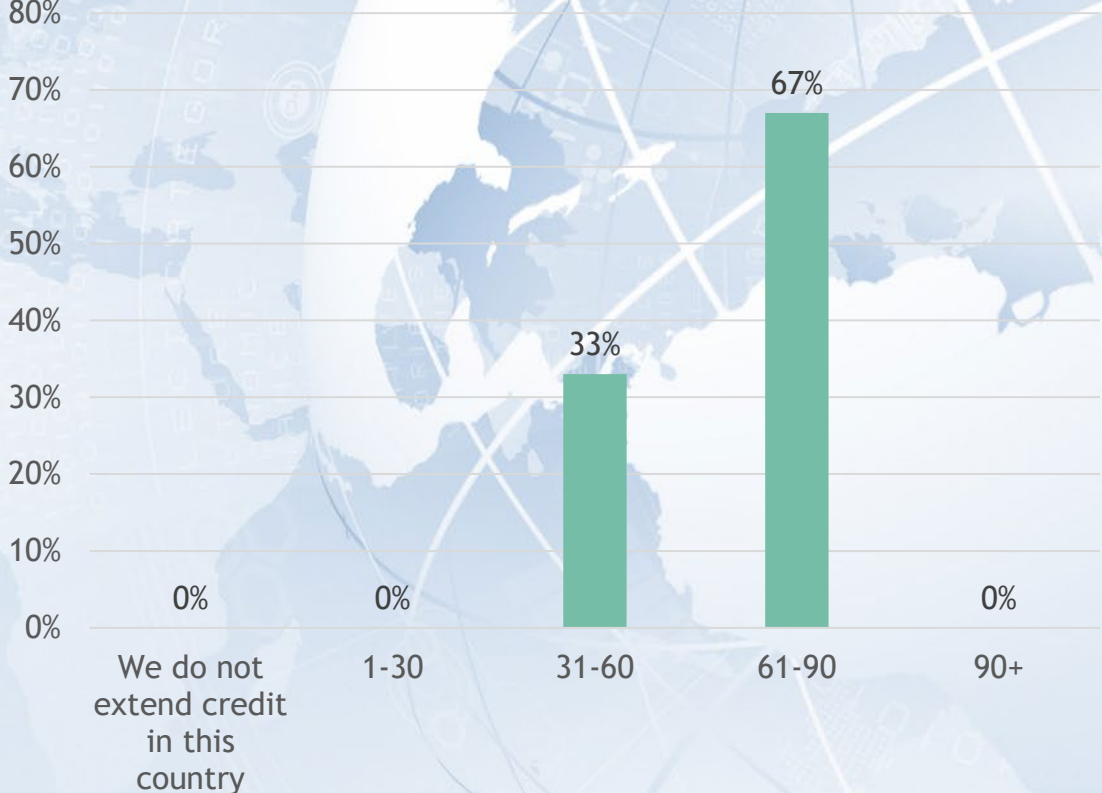


On average, what payment terms are you granting?

Brazil

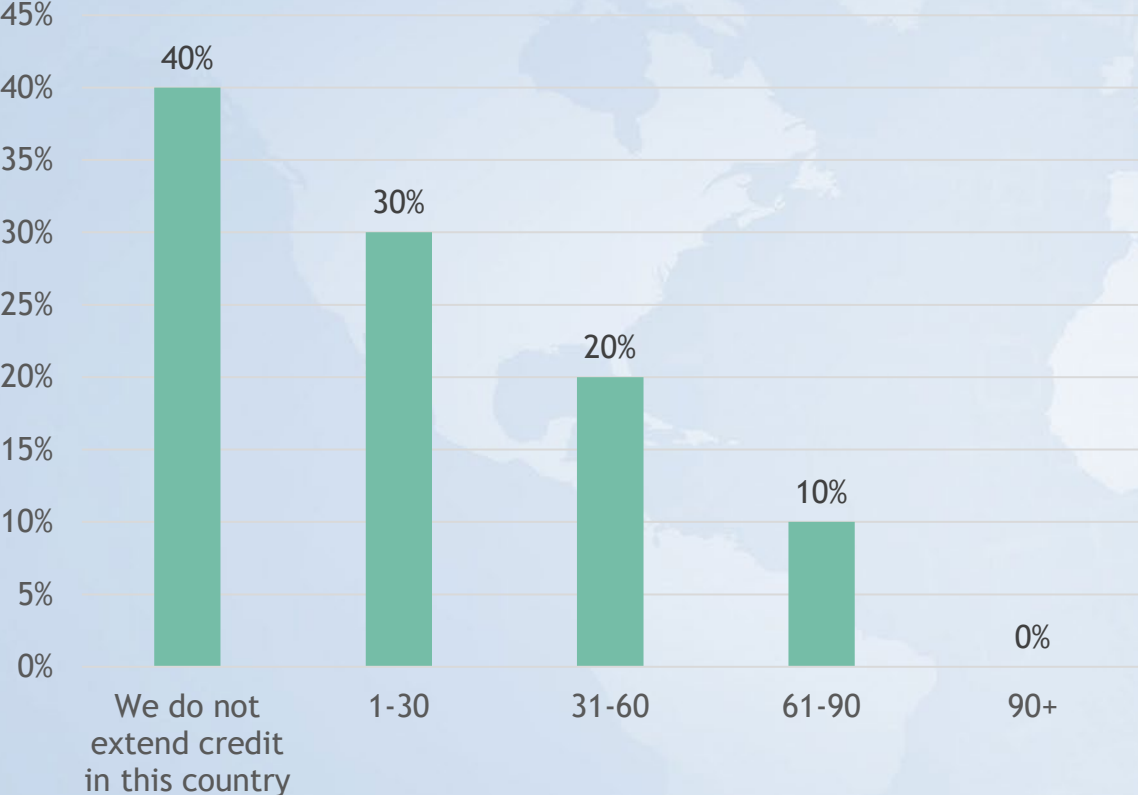


New Zealand

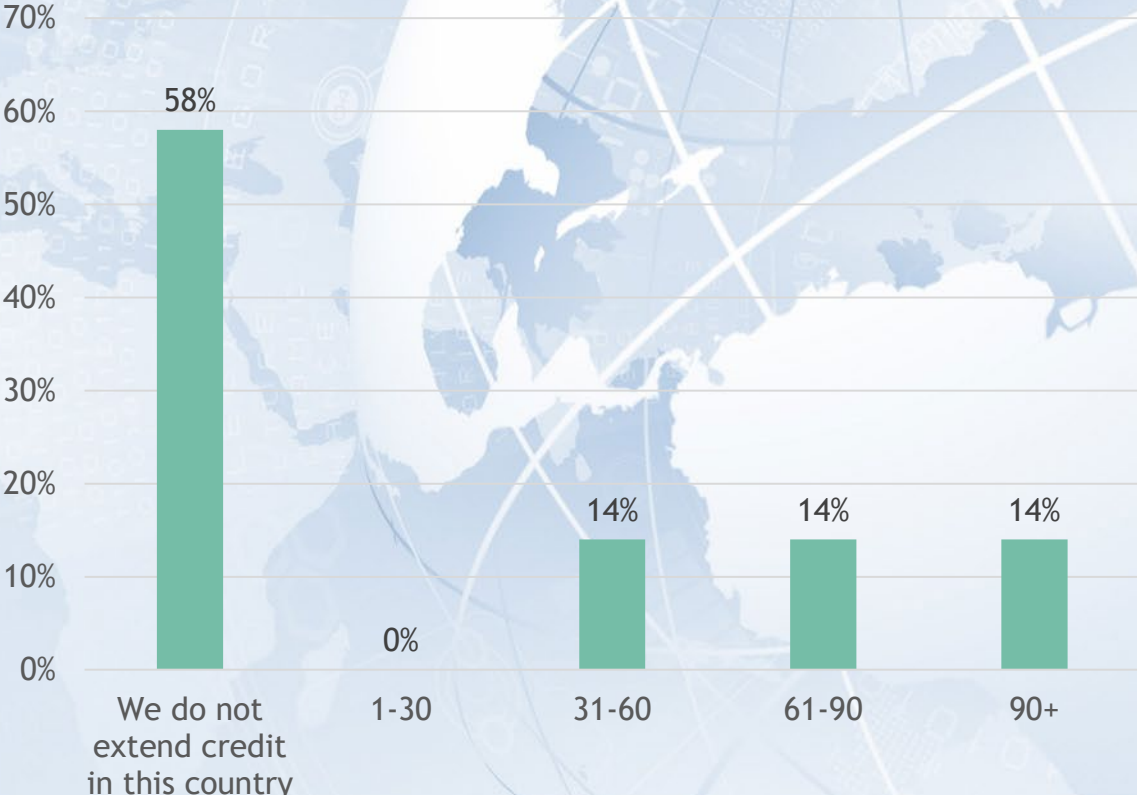


On average, what payment terms are you granting?

Singapore



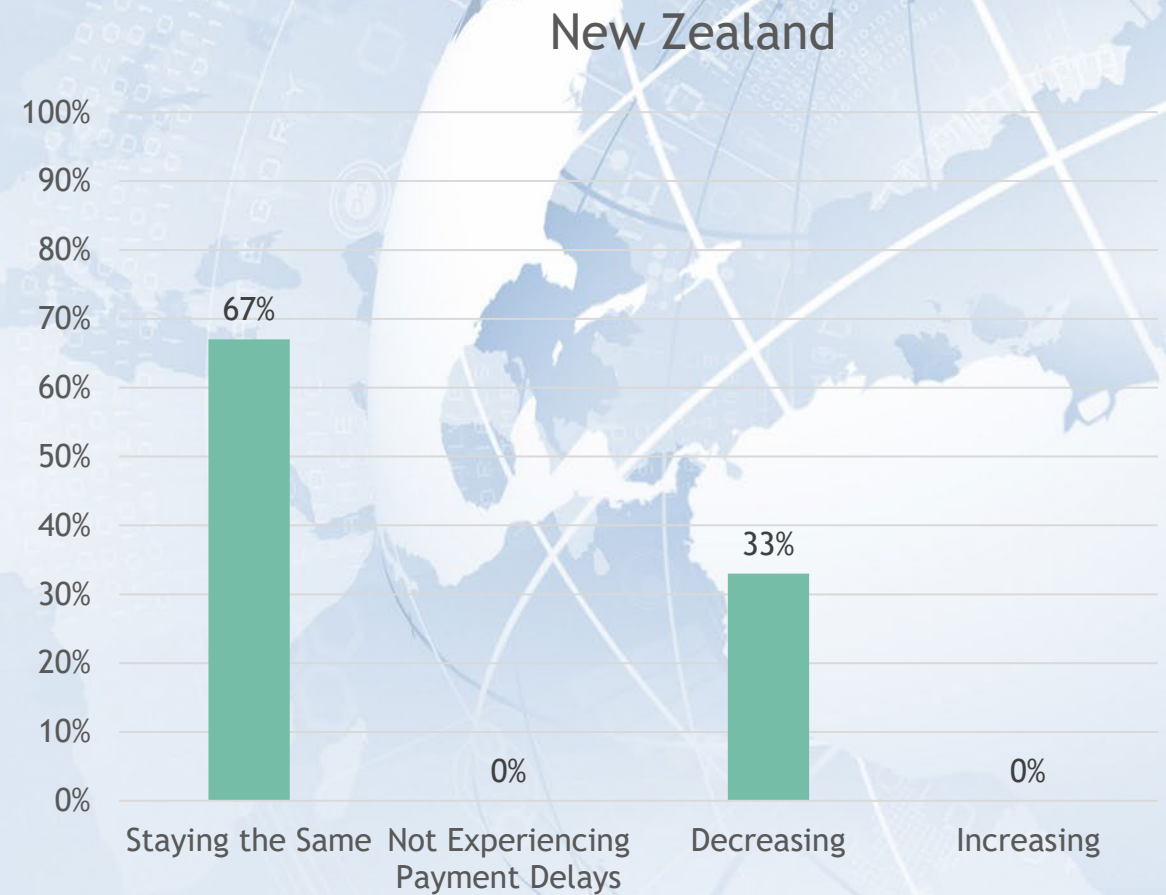
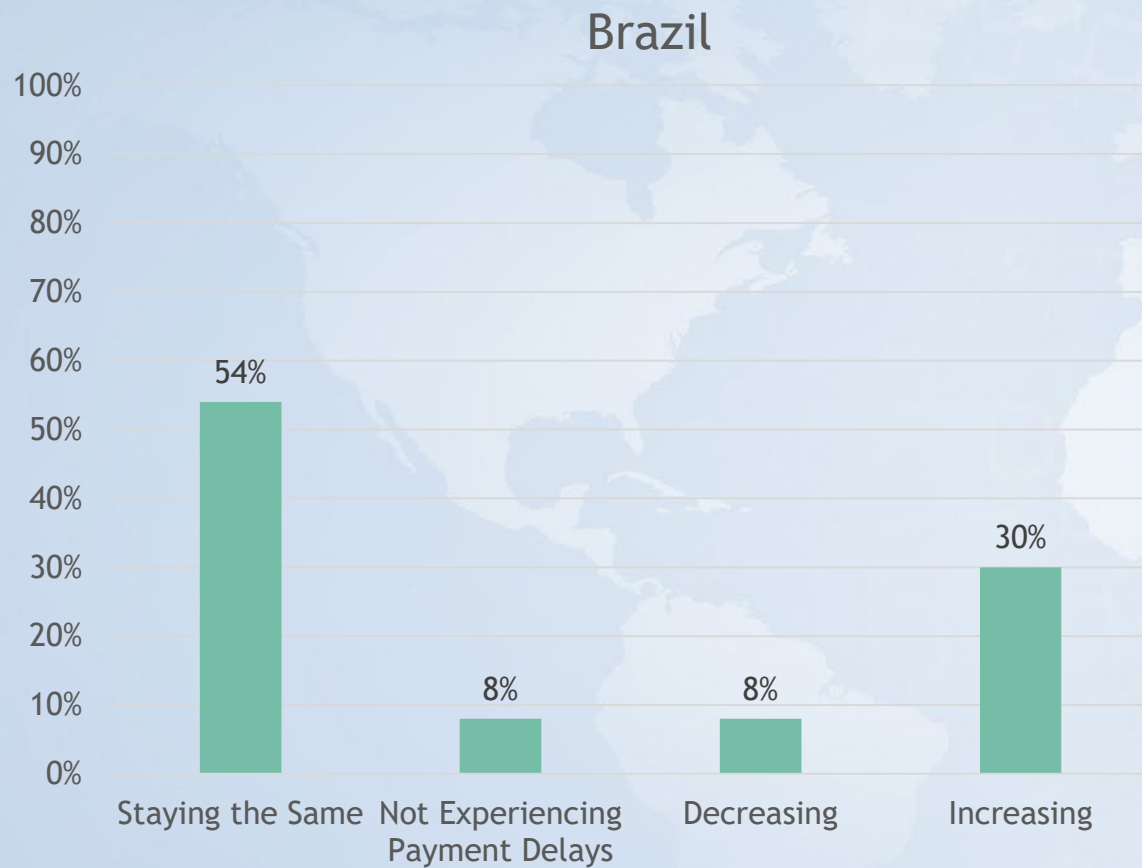
Turkey



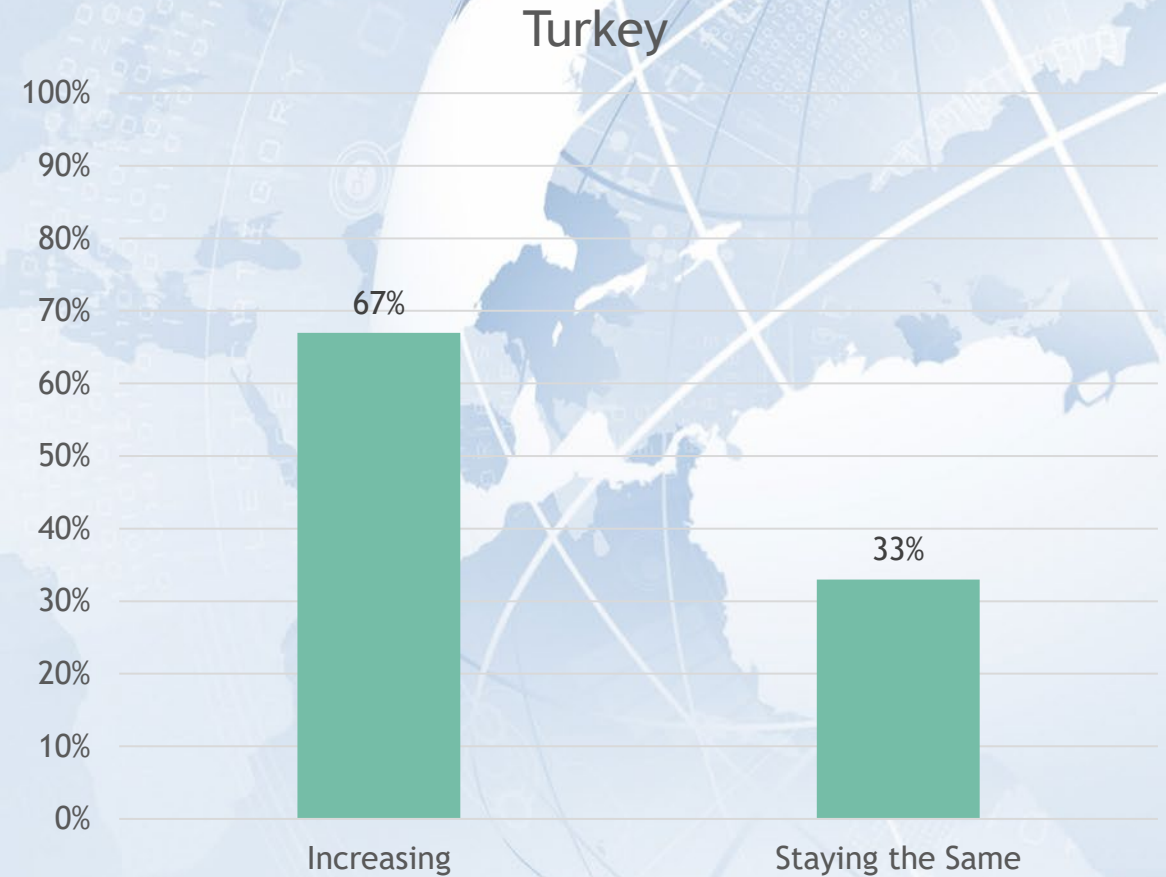
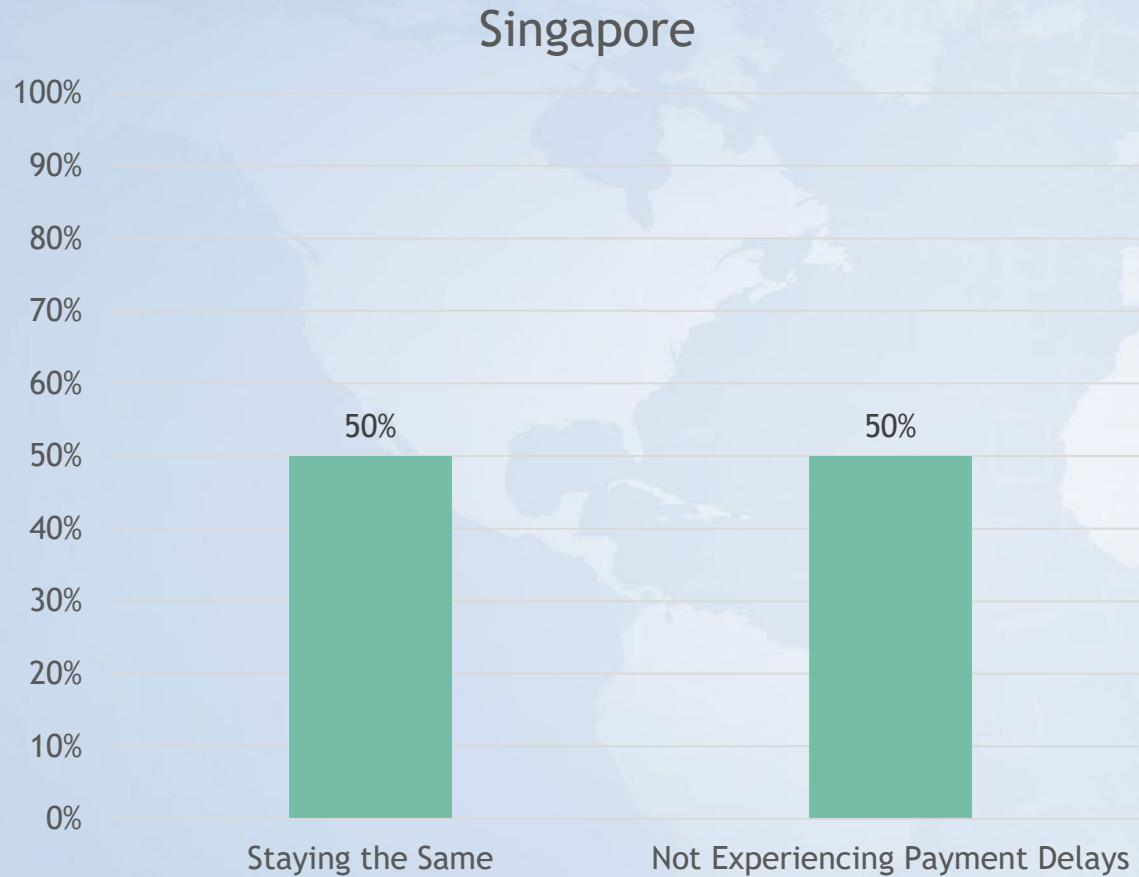
What is the average number of days beyond terms in these countries?



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

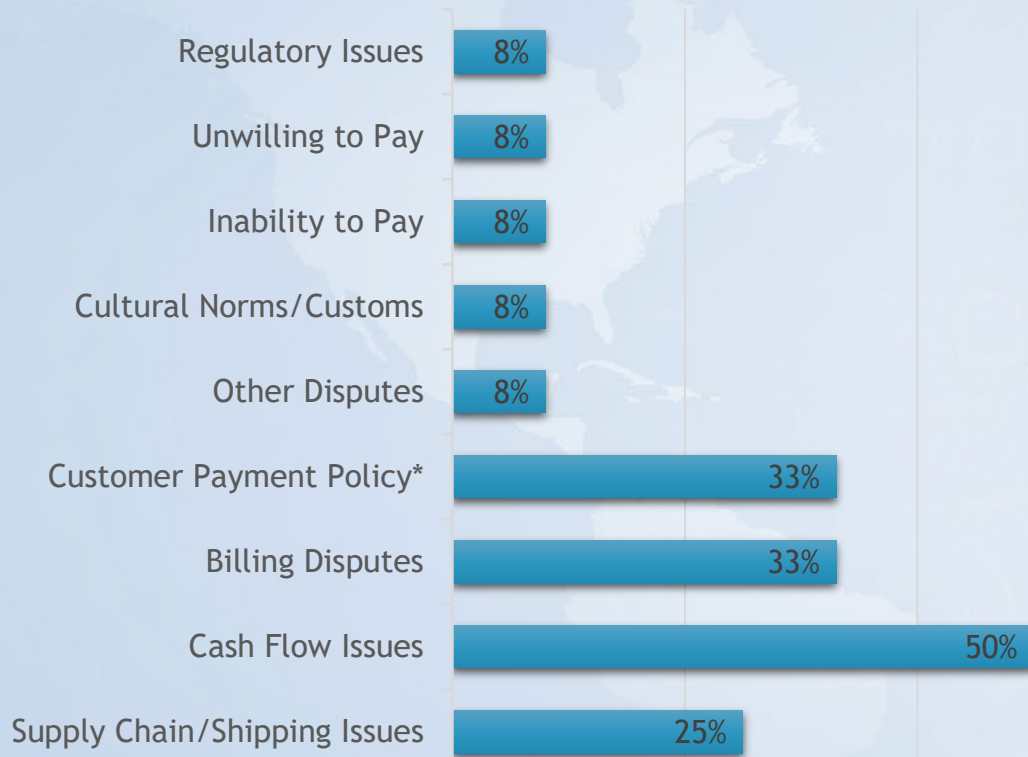


Are payment delays increasing, decreasing, or staying the same?

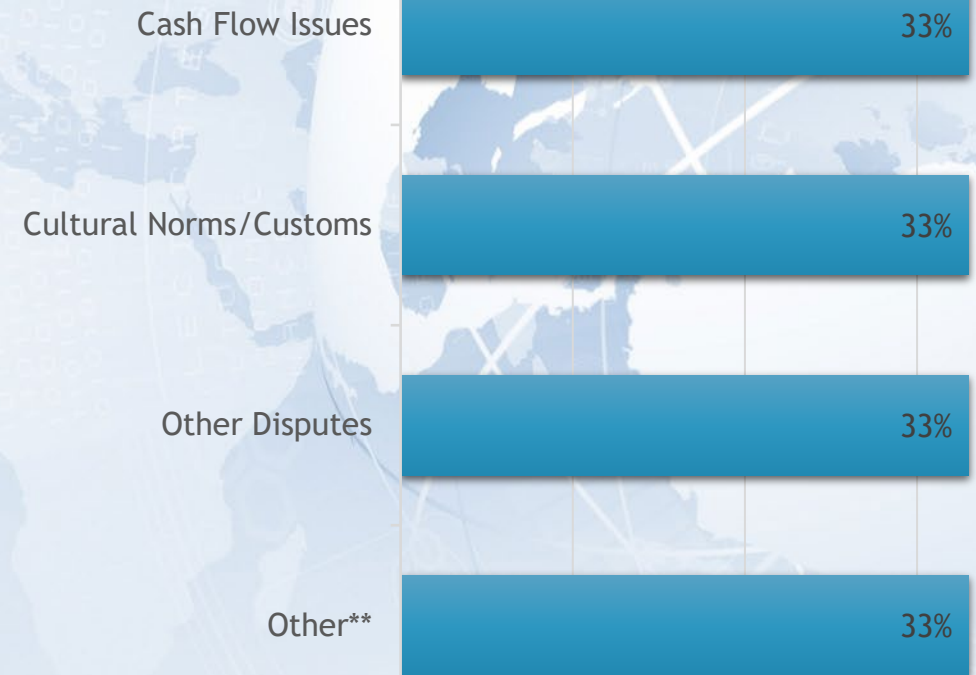


The most common causes of payment delays

Brazil



New Zealand

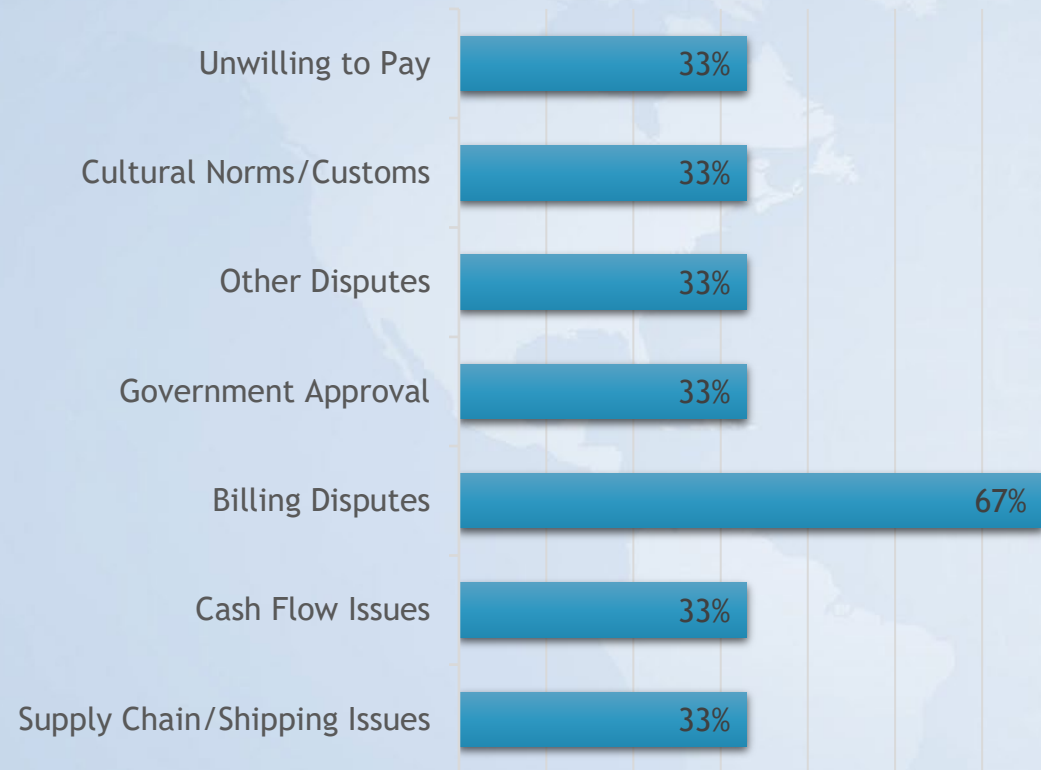


*(i.e. customer only pays on a set day of the month)

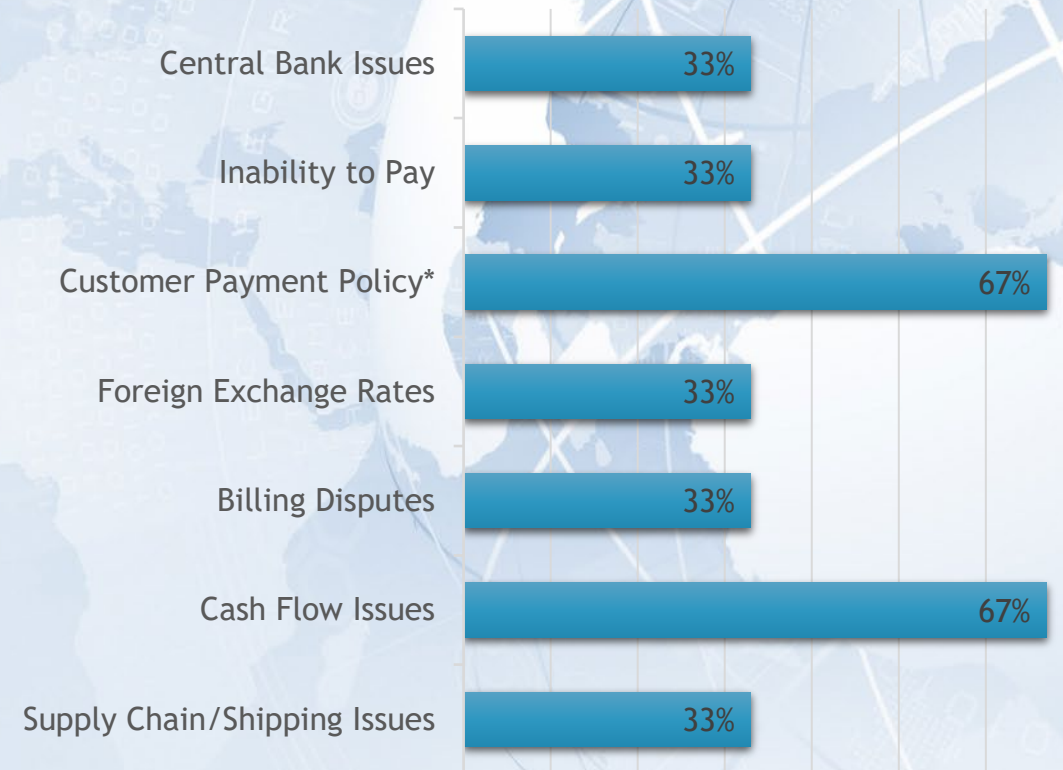
** (i.e. nonresponsive customers)

The most common causes of payment delays

Singapore



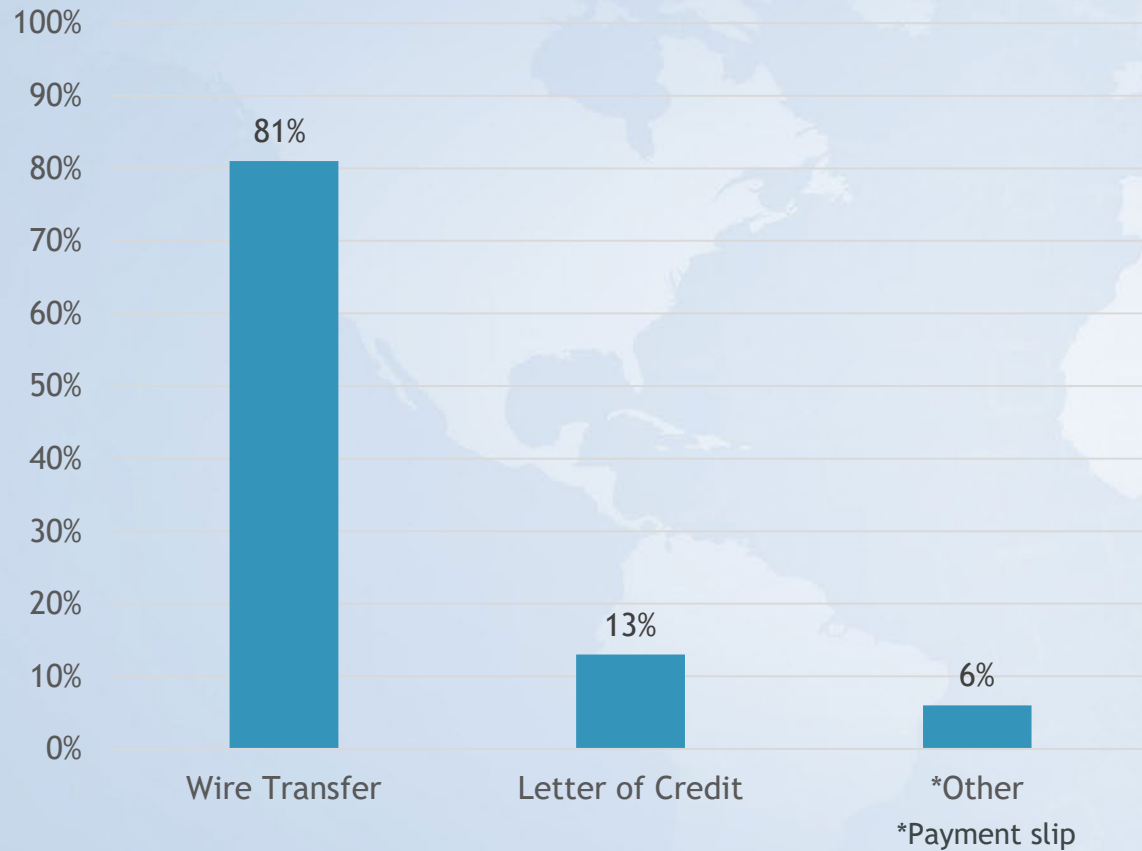
Turkey



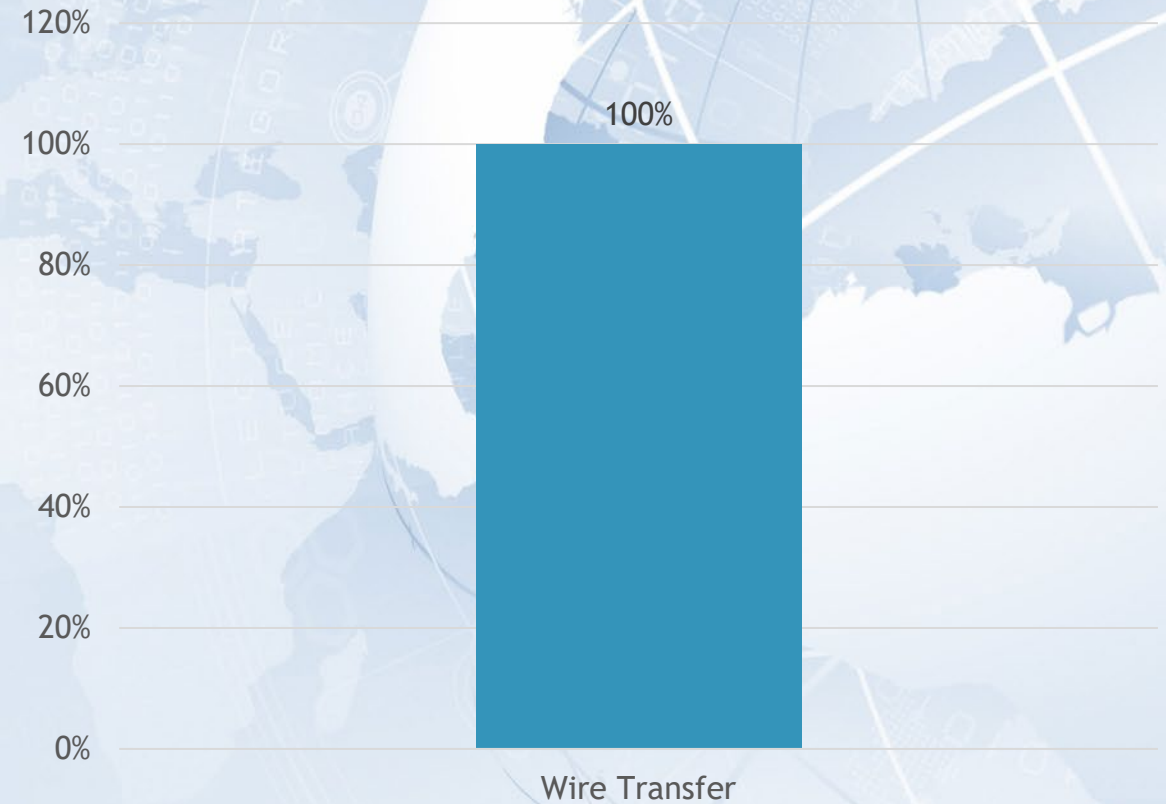
*(i.e. customer only pays on a set day of the month)

Methods used to secure payment

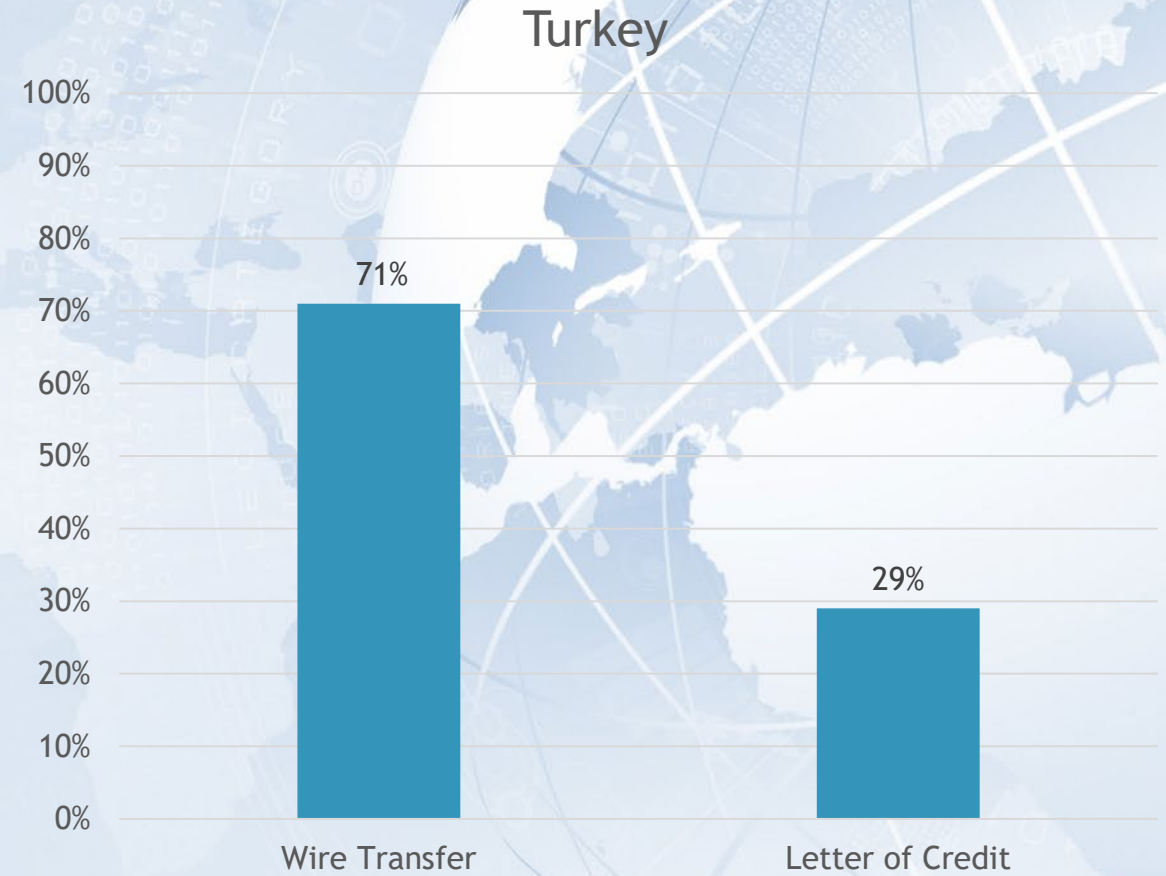
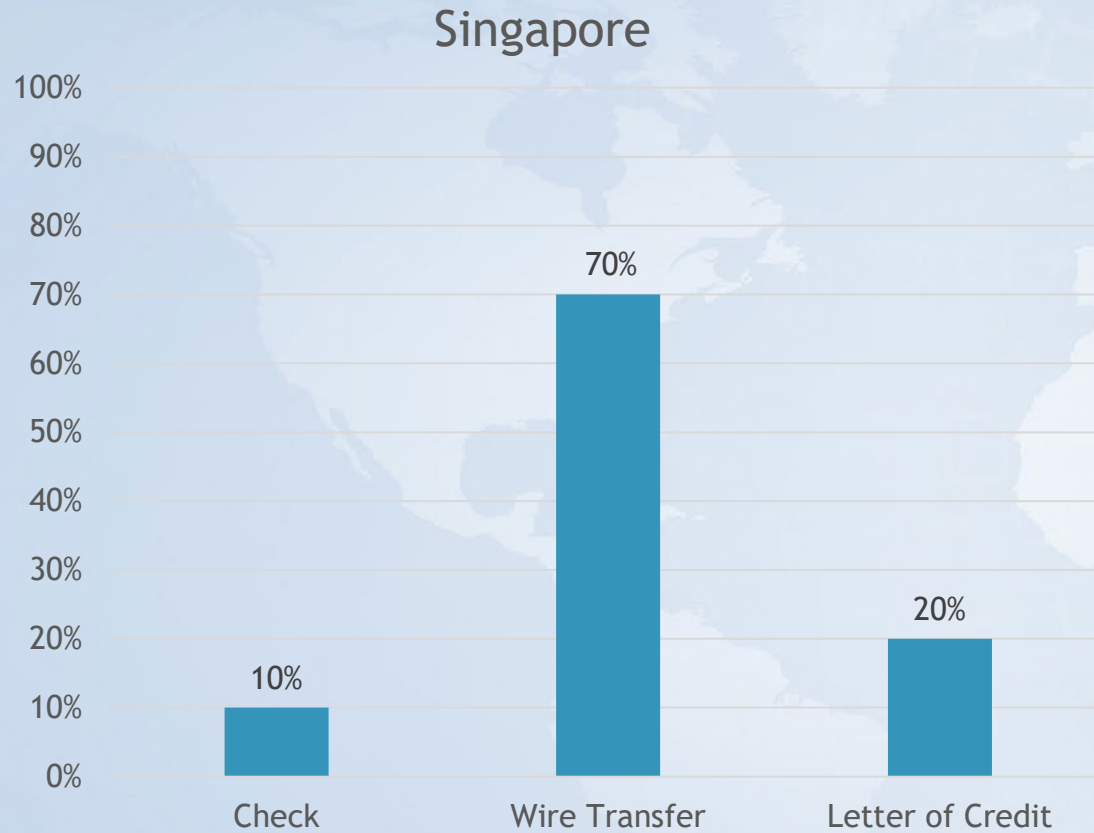
Brazil



New Zealand



Methods used to secure payment



Insights from Credit Professionals

Brazil

- “Use a personal guarantee!”
- “Use Credit Insurance if offering terms.”
- “After analyzing profitability and cash generation, pay attention to bank debt and customer cash flow.”
- “Get financials from your customers.”

New Zealand

- “Use credit insurance if offering net terms.”

Singapore

- None to note.

Turkey

- “Confirmed letter of credit only.”
- “Turkish customers will on purpose misunderstand the terms of payment to their advantage! Inflation is around 40% so watch your back and hope you get paid.”
- “I would suggest backing trade with either Trade credit policy or LC as the country is going through geopolitical issue to secure themselves.”

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.