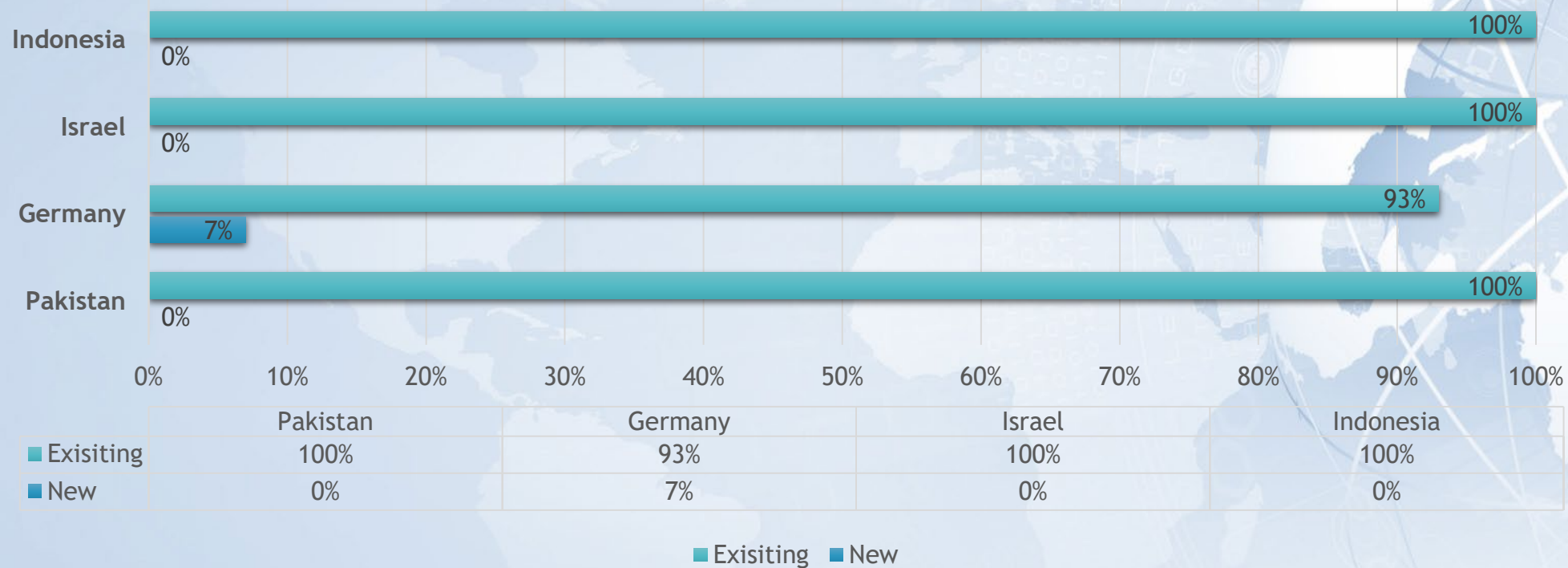


February 2024

FCIB Credit & Collections Survey

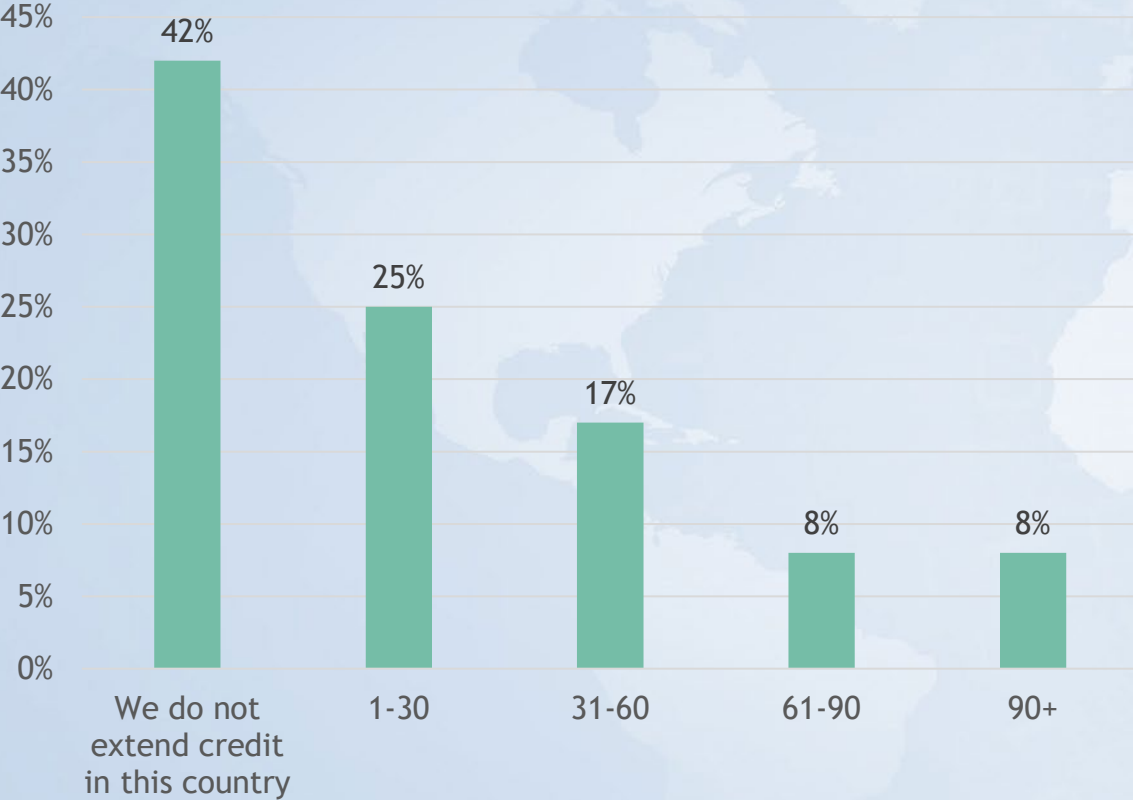
Indonesia, Israel, Germany, Pakistan

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

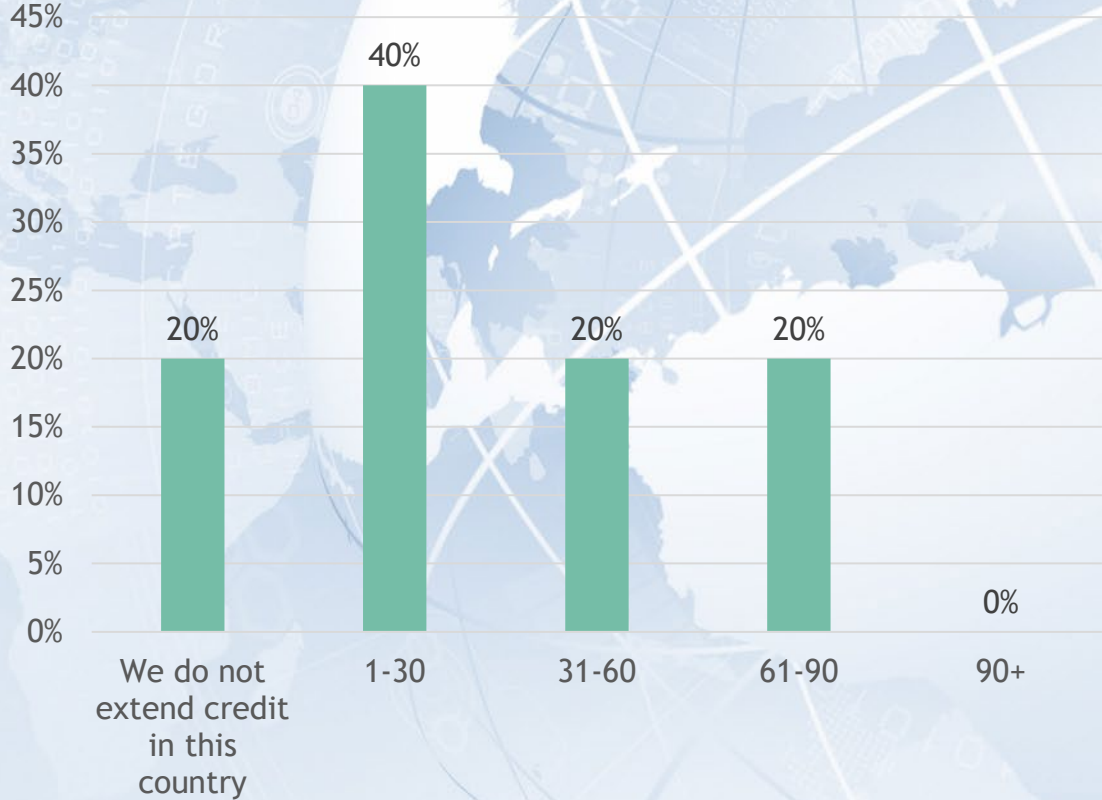


On average, what payment terms are you granting?

Indonesia

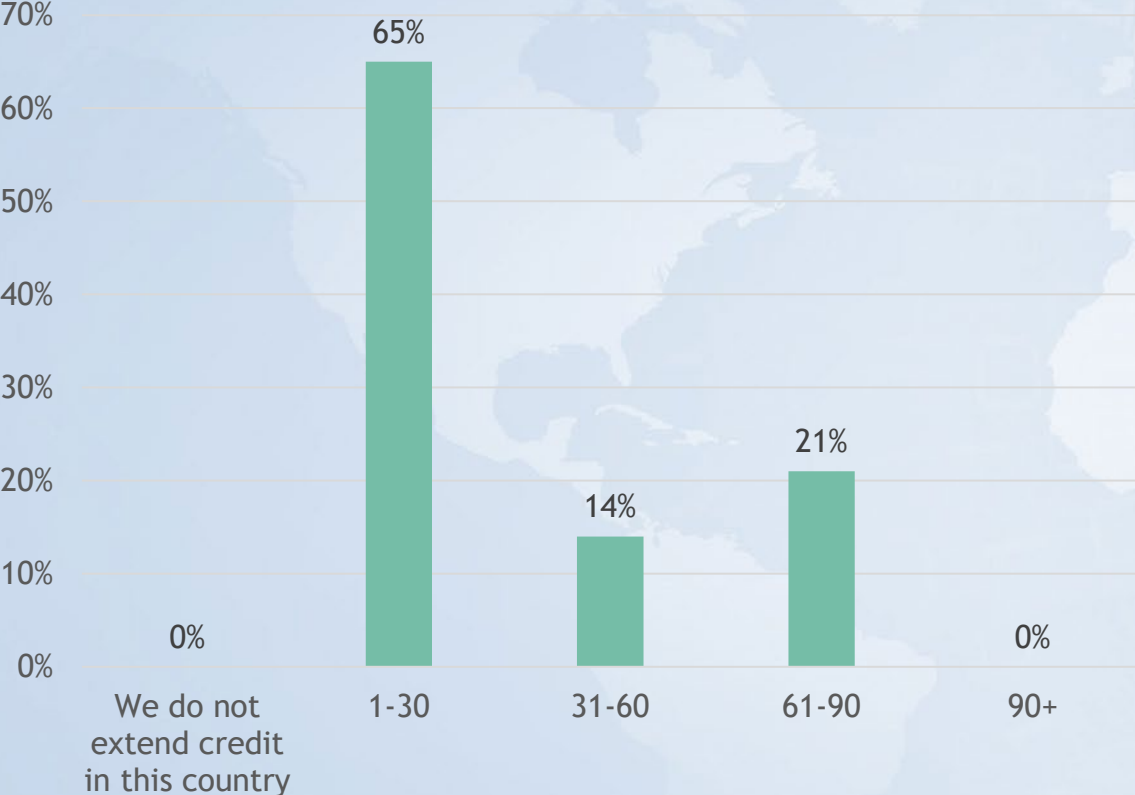


Israel

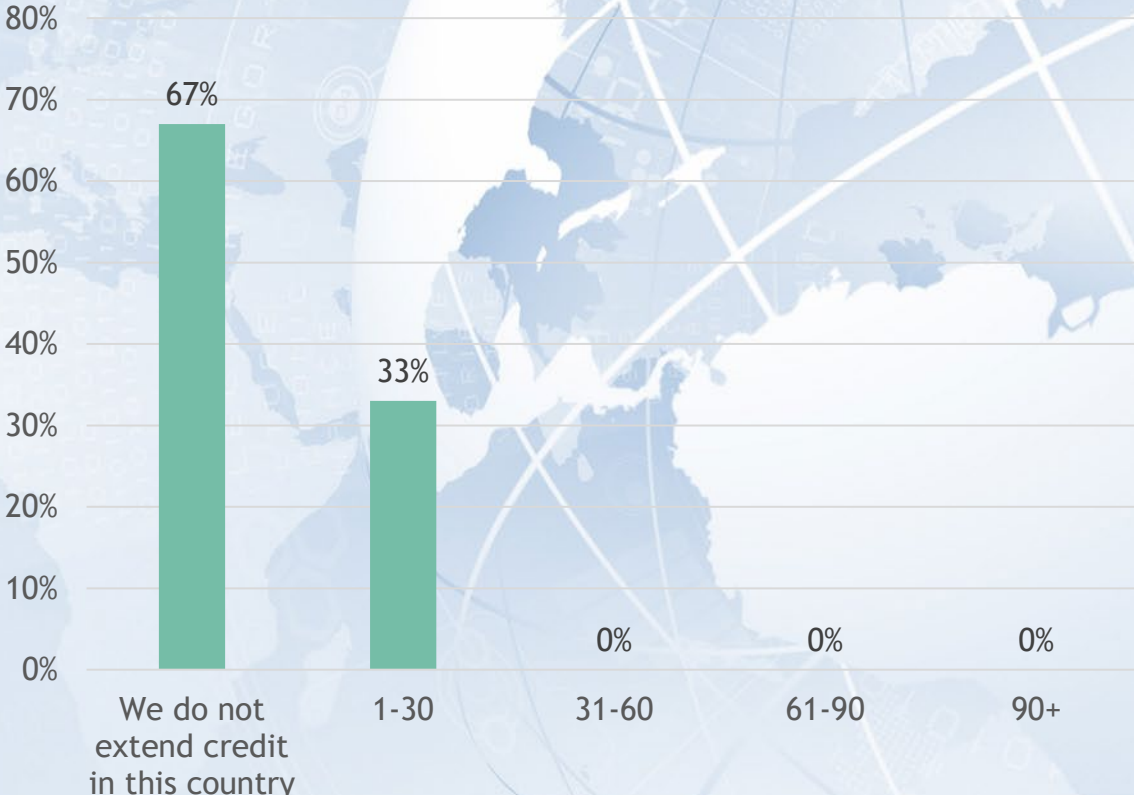


On average, what payment terms are you granting?

Germany



Pakistan



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

Indonesia

16

Israel

11

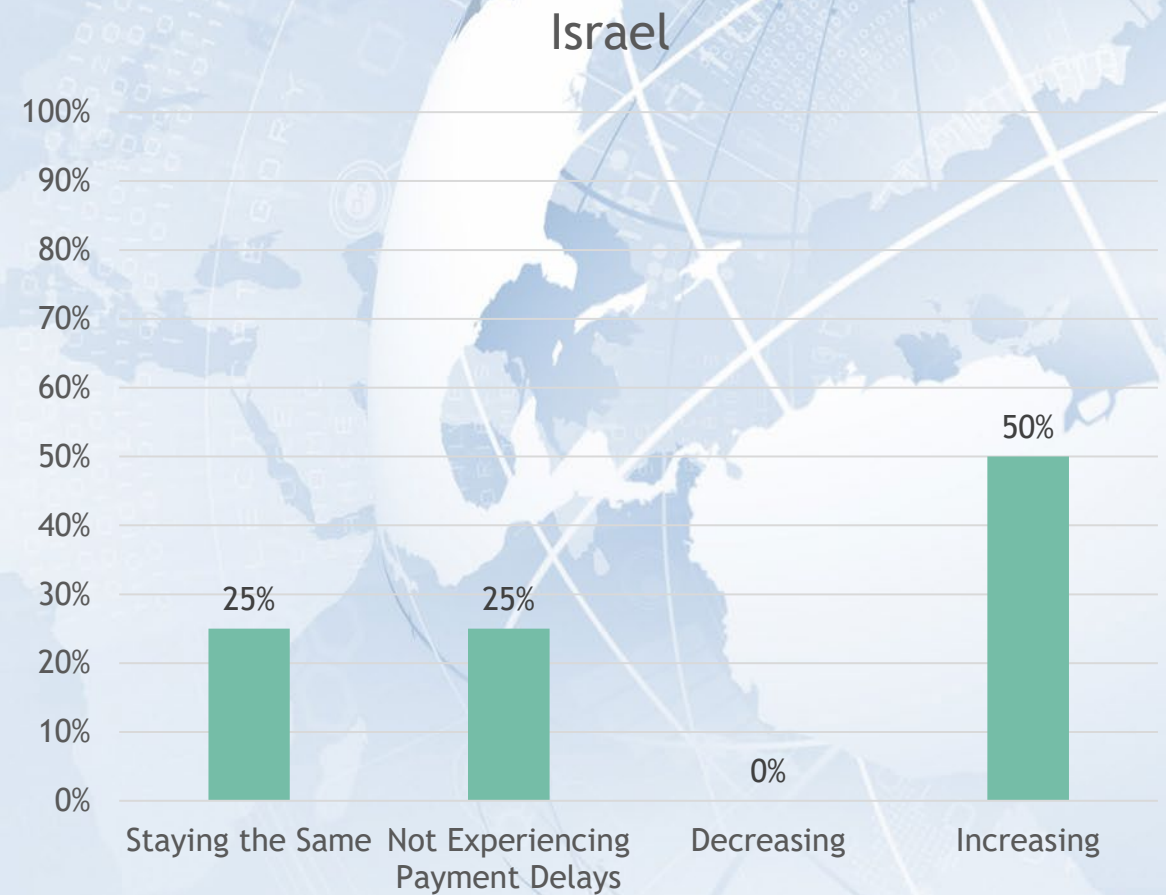
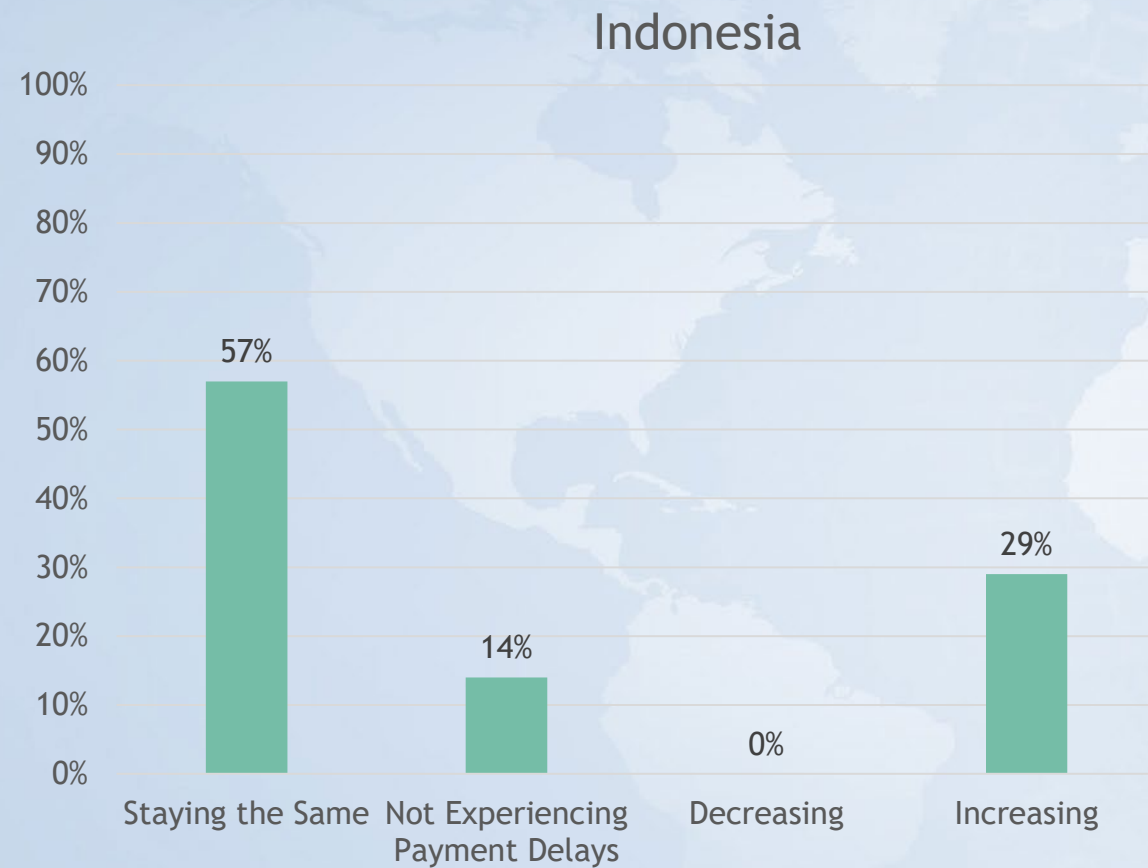
Germany

16

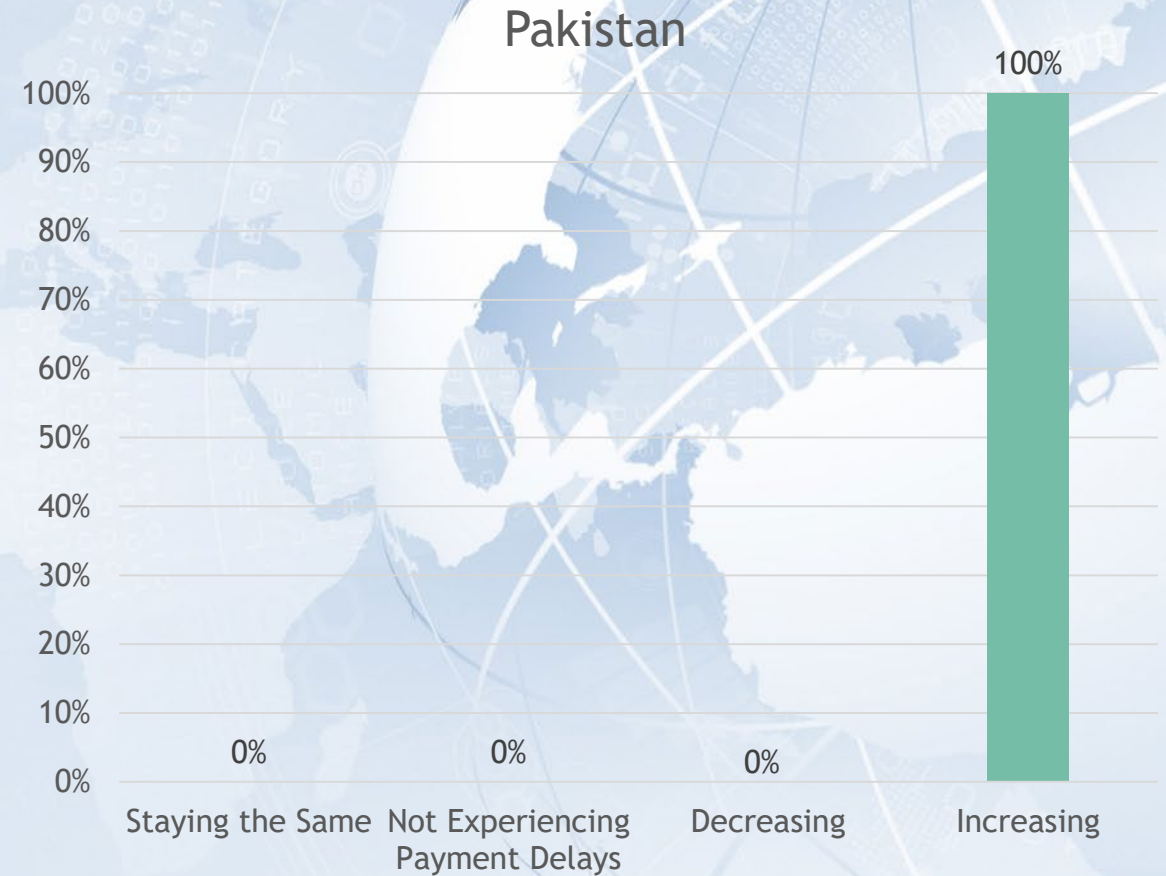
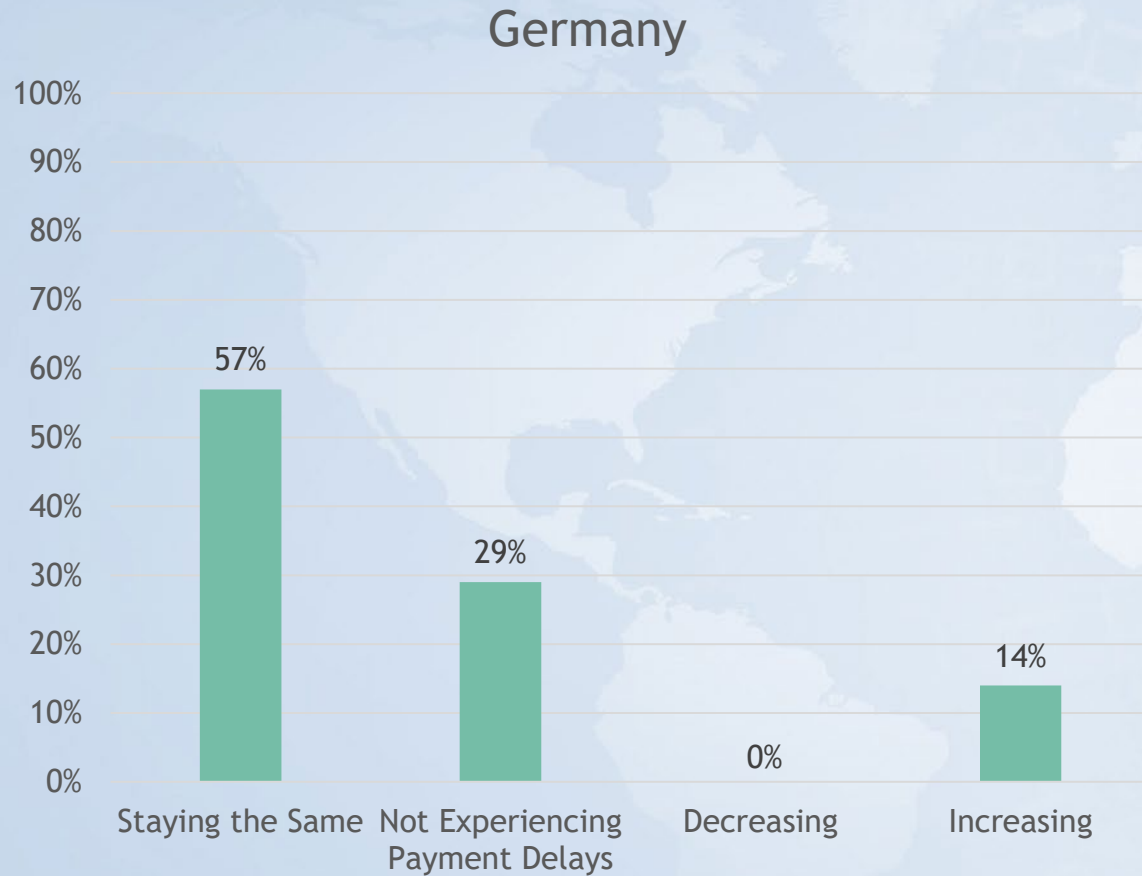
Pakistan

34

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

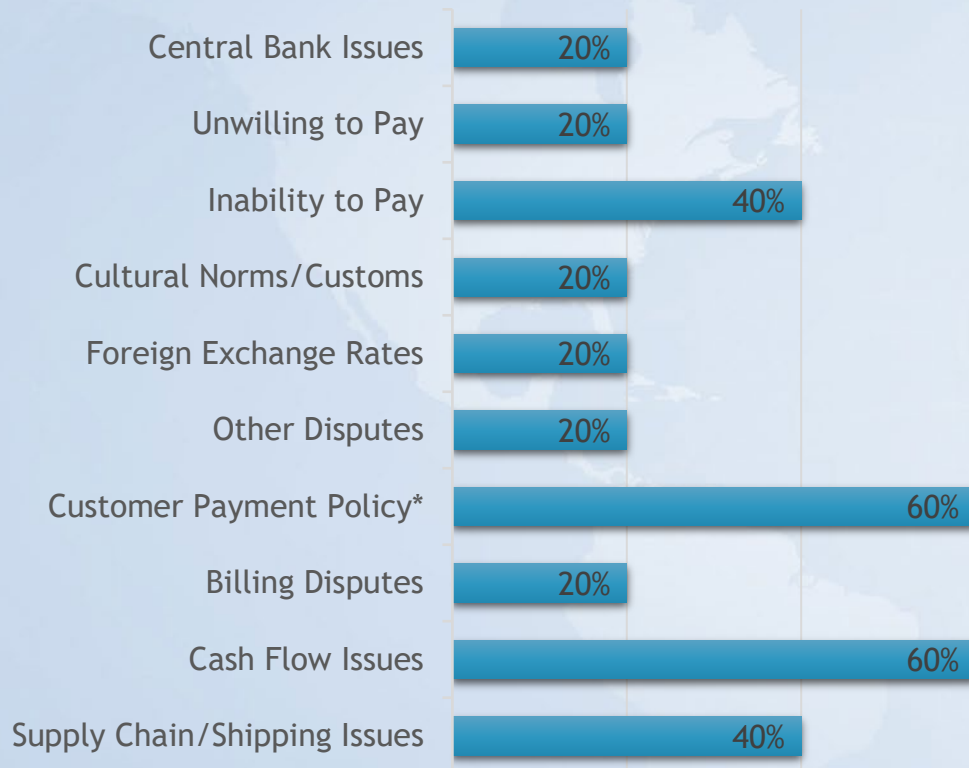


Are payment delays increasing, decreasing, or staying the same?

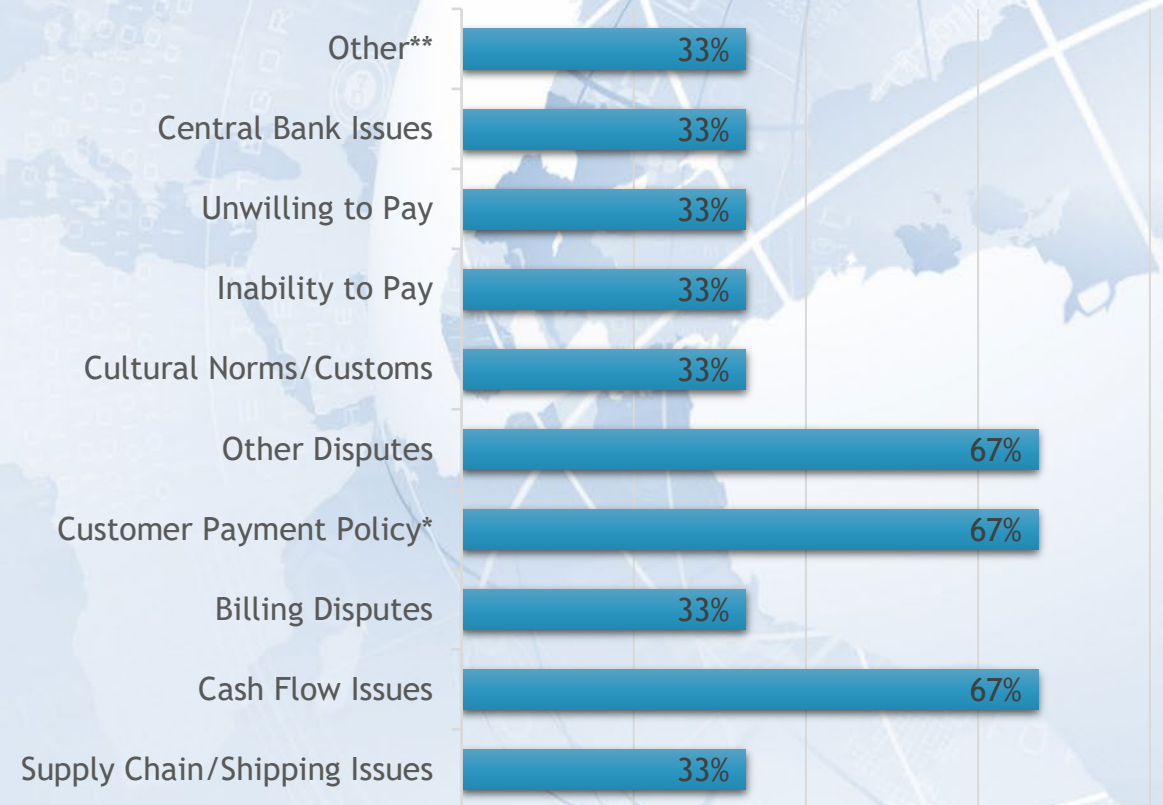


The most common causes of payment delays

Indonesia



Israel

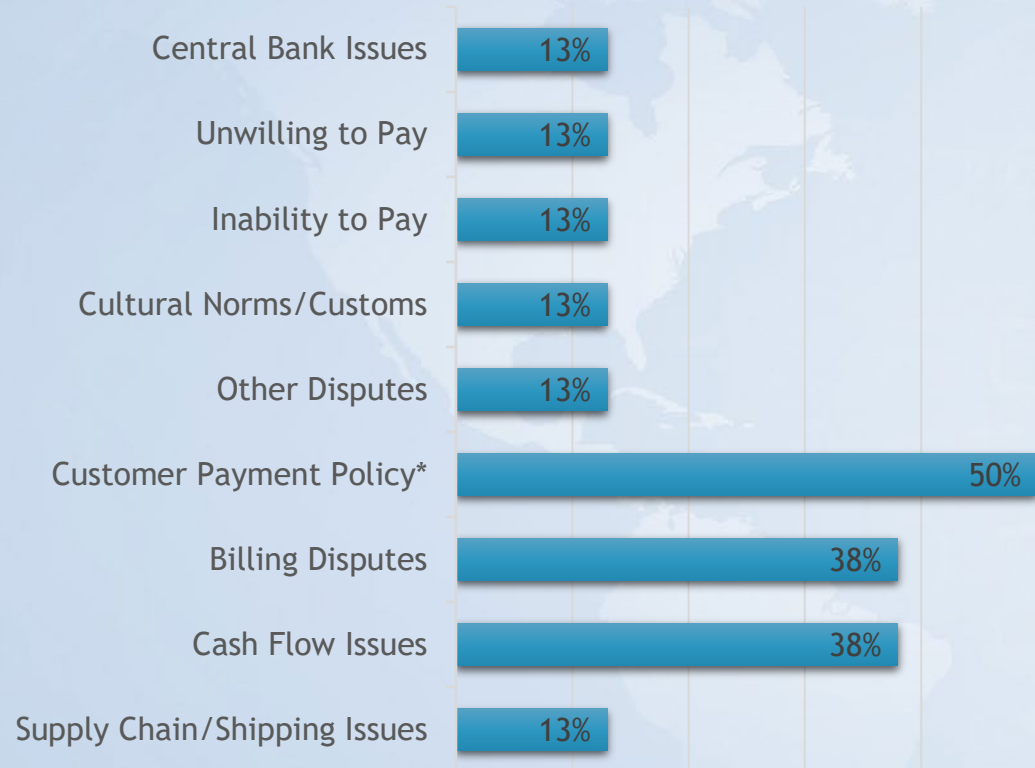


*(i.e. customer only pays on a set day of the month)

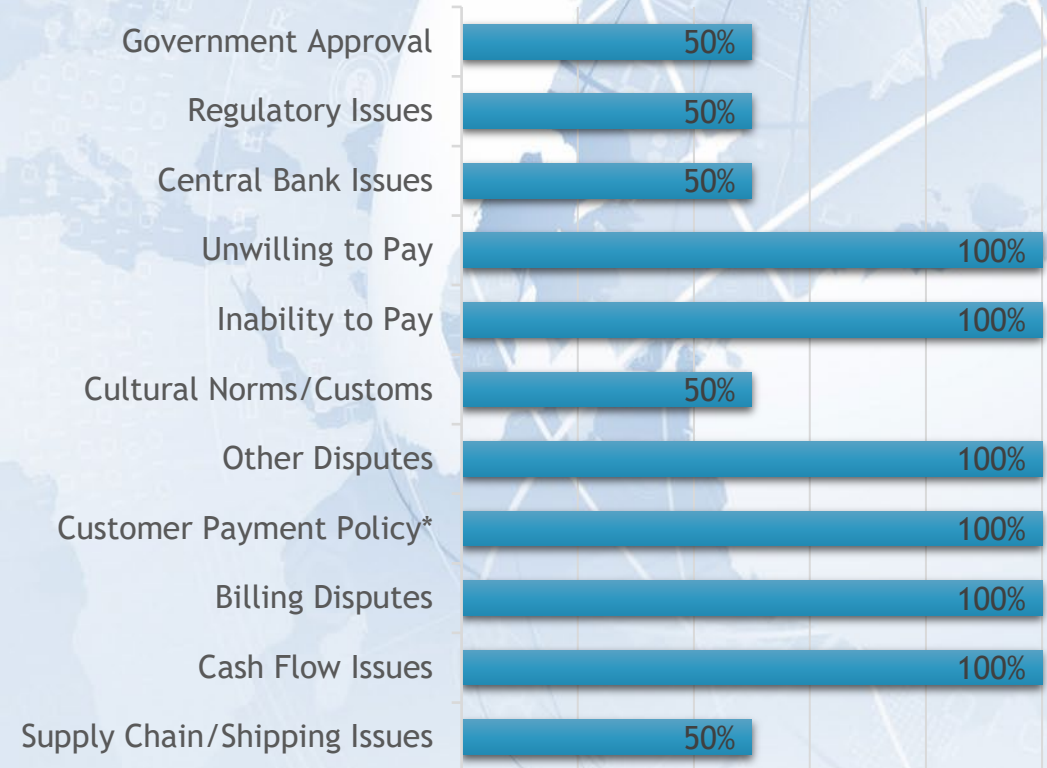
** (i.e. Israel-Hamas war)

The most common causes of payment delays

Germany



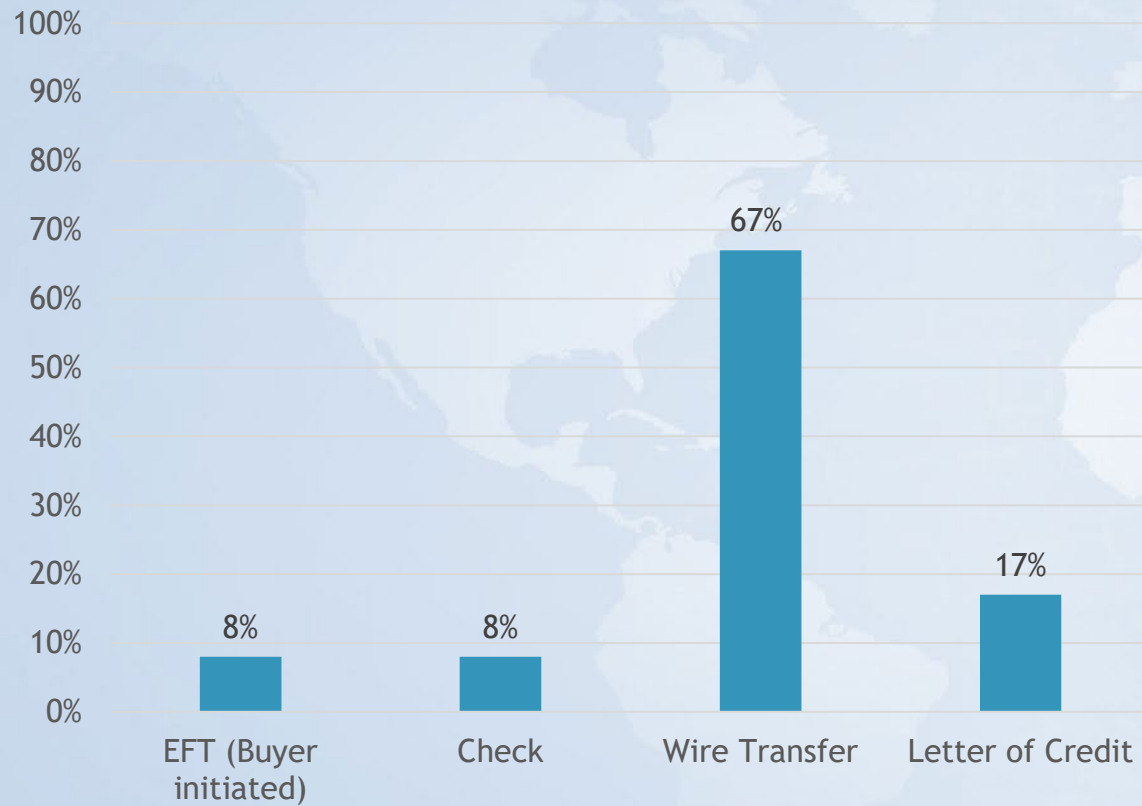
Pakistan



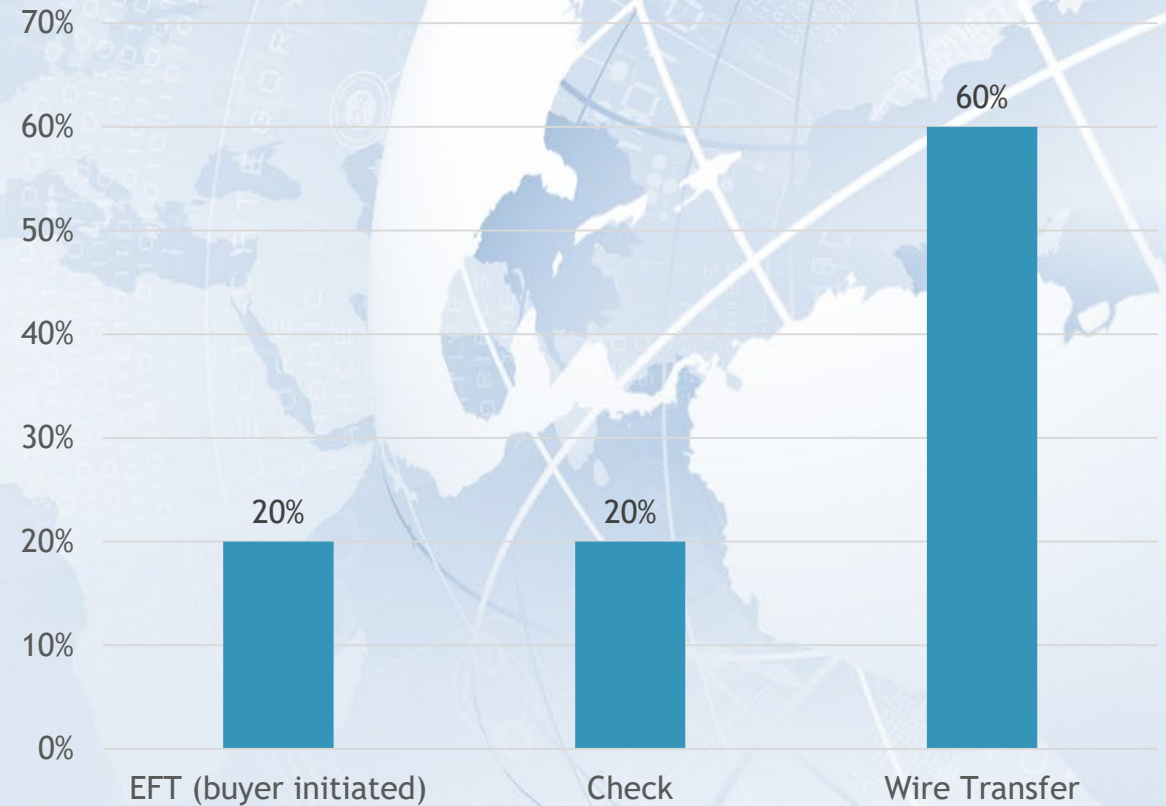
*(i.e. customer only pays on a set day of the month)

Methods used to secure payment

Indonesia

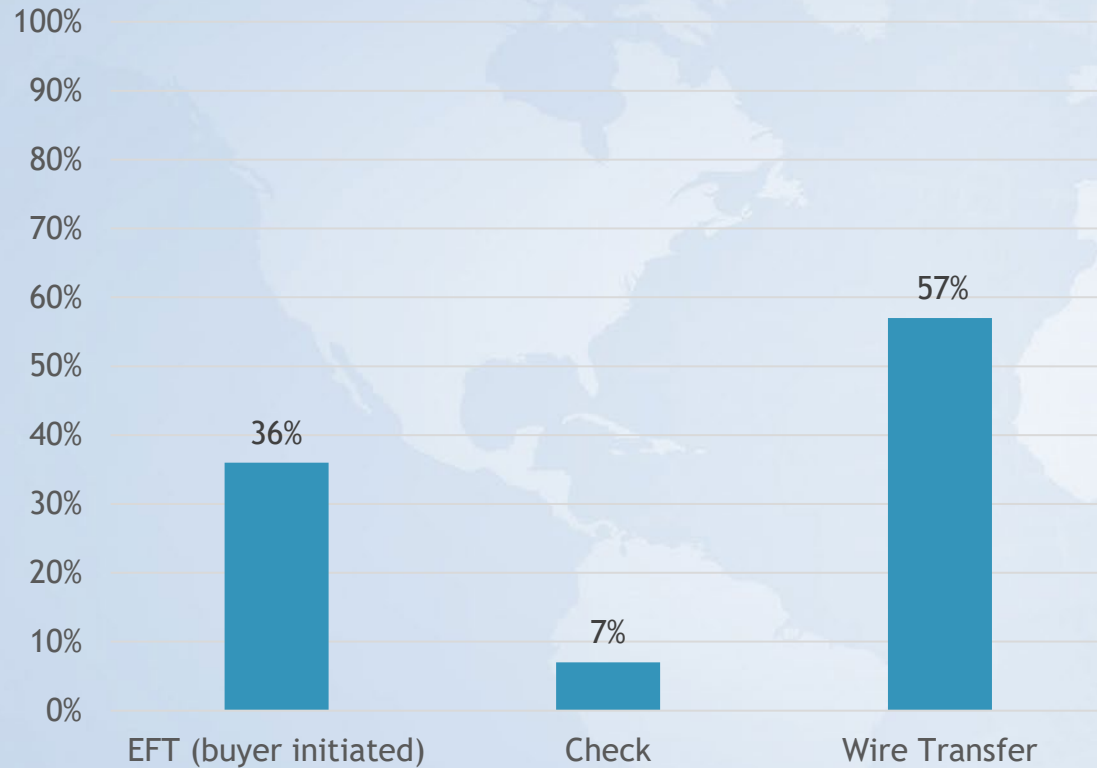


Israel

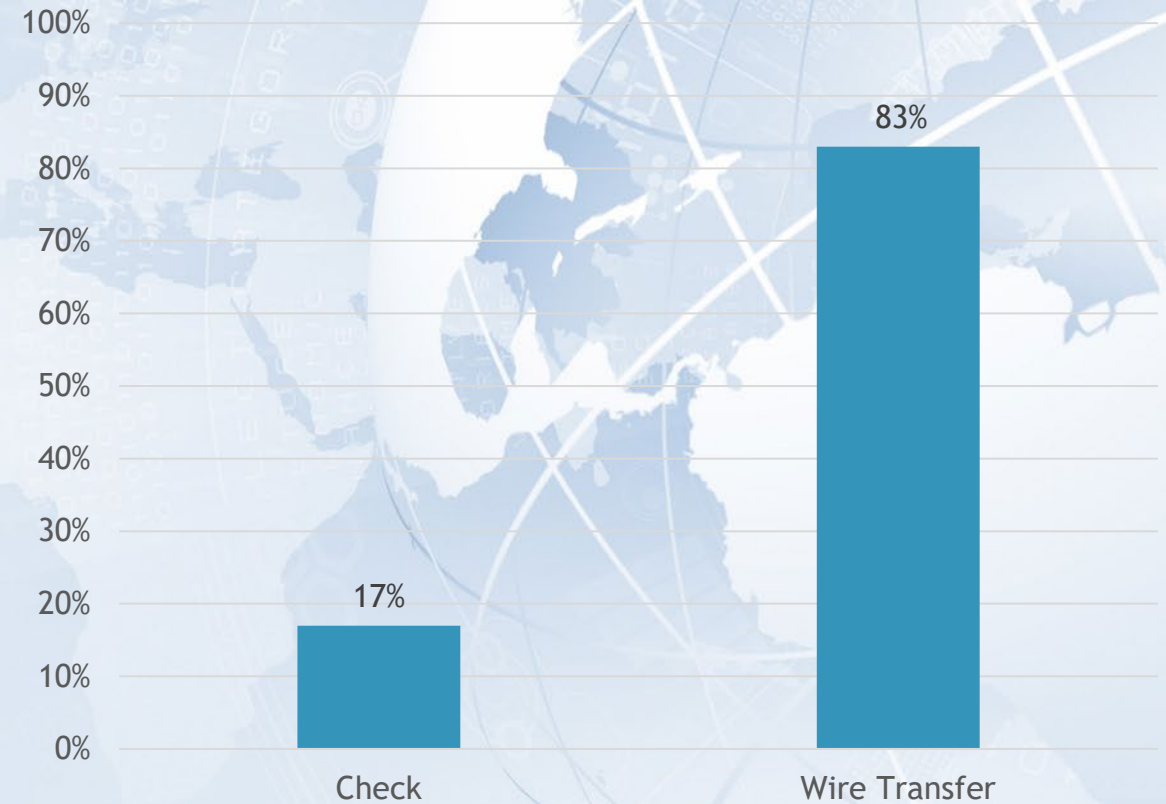


Methods used to secure payment

Germany



Pakistan



Insights from Credit Professionals

Indonesia

- “Be knowledgeable about the withholding tax process, additionally make sure the team supporting this market is based in Asia.”

Germany

- “Be knowledgeable about VAT, and local laws related to factoring.”
- “The info provide varies in terms of average days late. There are some customers that are tied to Russia and that is why we are seeing delays.”

Israel

- “This is the first time I’m noticing delays on payment.”
- “We have been doing business with our customer for 20+ years and have no issues. This is an easy country to transact with.”

Pakistan

- “Make sure you have received CIA deposited into your bank account before shipping. Central bank has been holding USD up to 10 days.”

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.