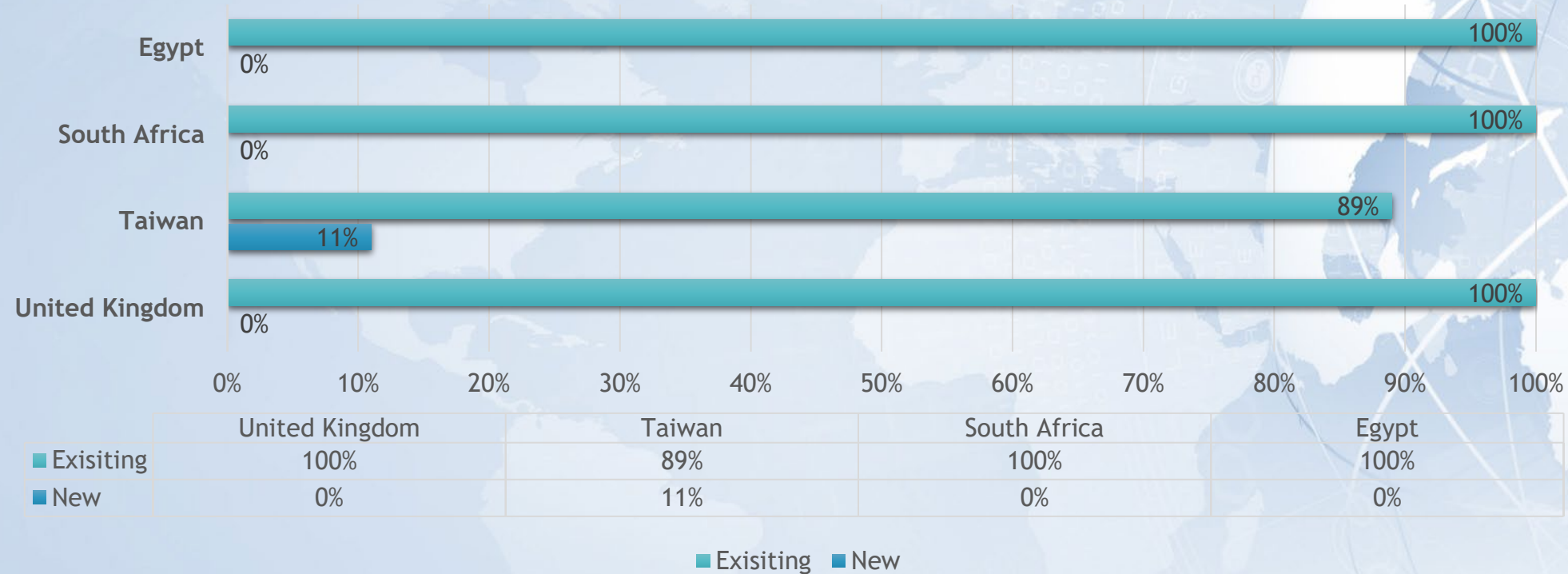


June 2024

FCIB Credit & Collections Survey

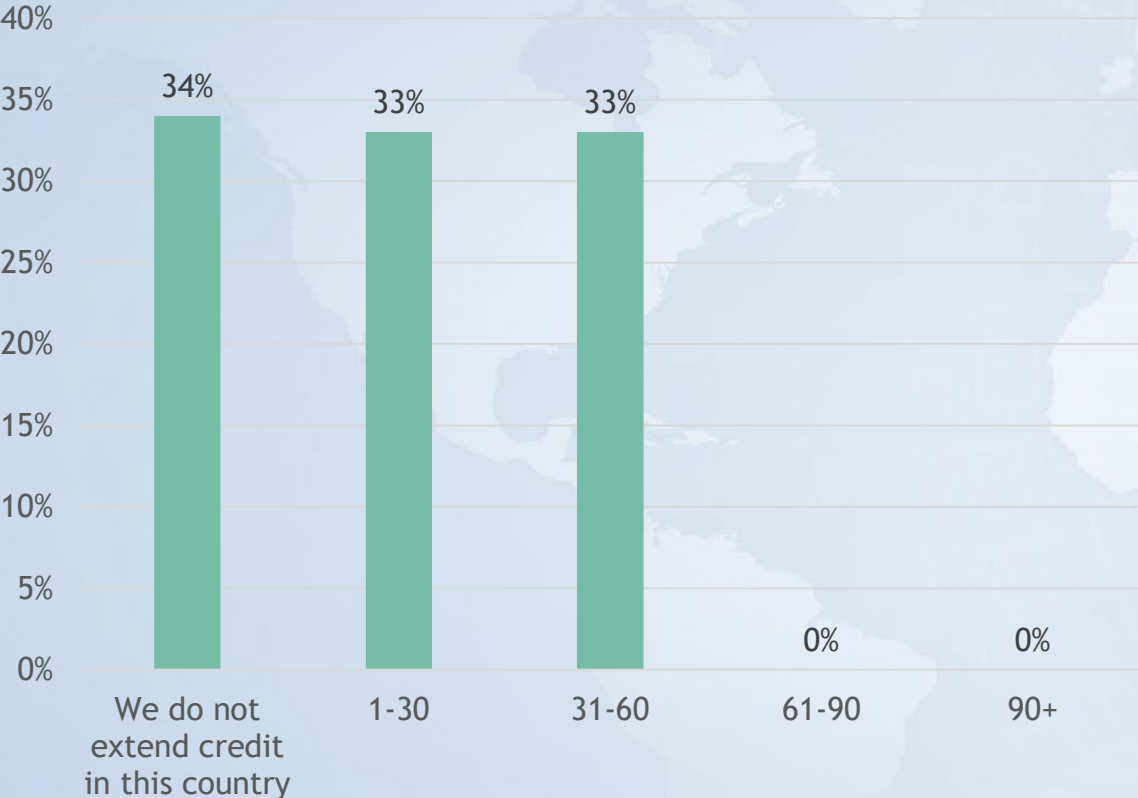
Egypt, South Africa, Taiwan, United Kingdom

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

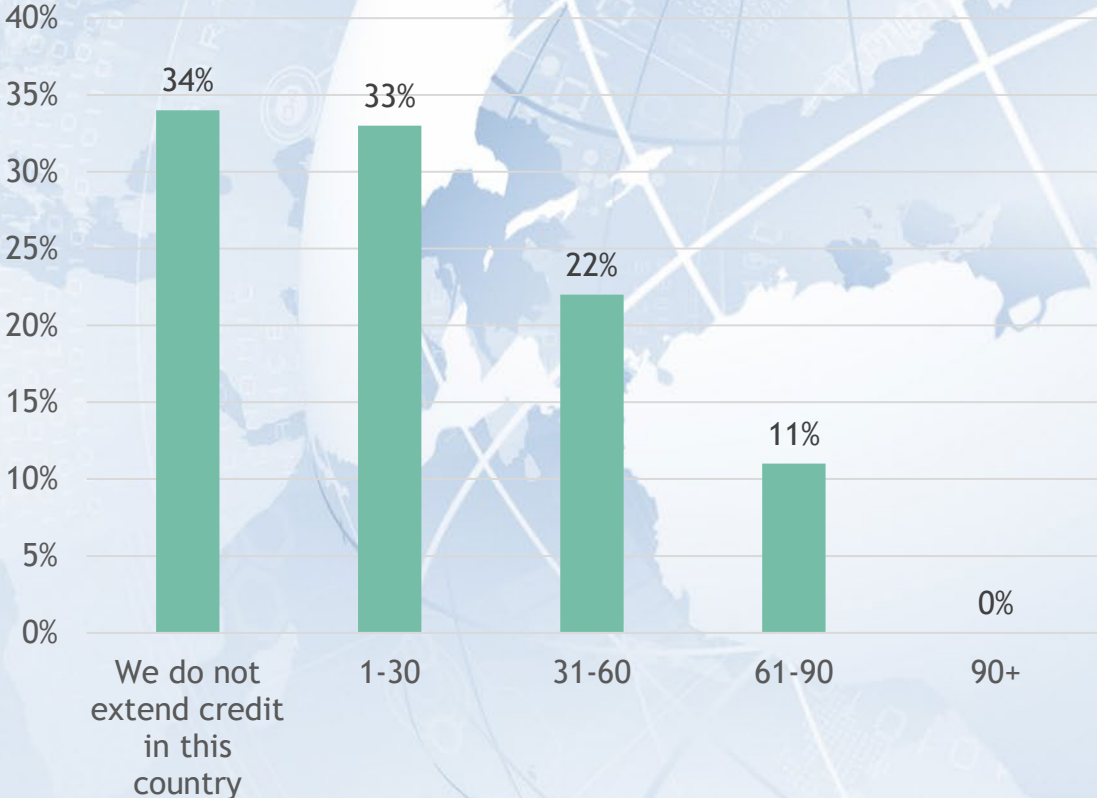


On average, what payment terms are you granting?

Egypt

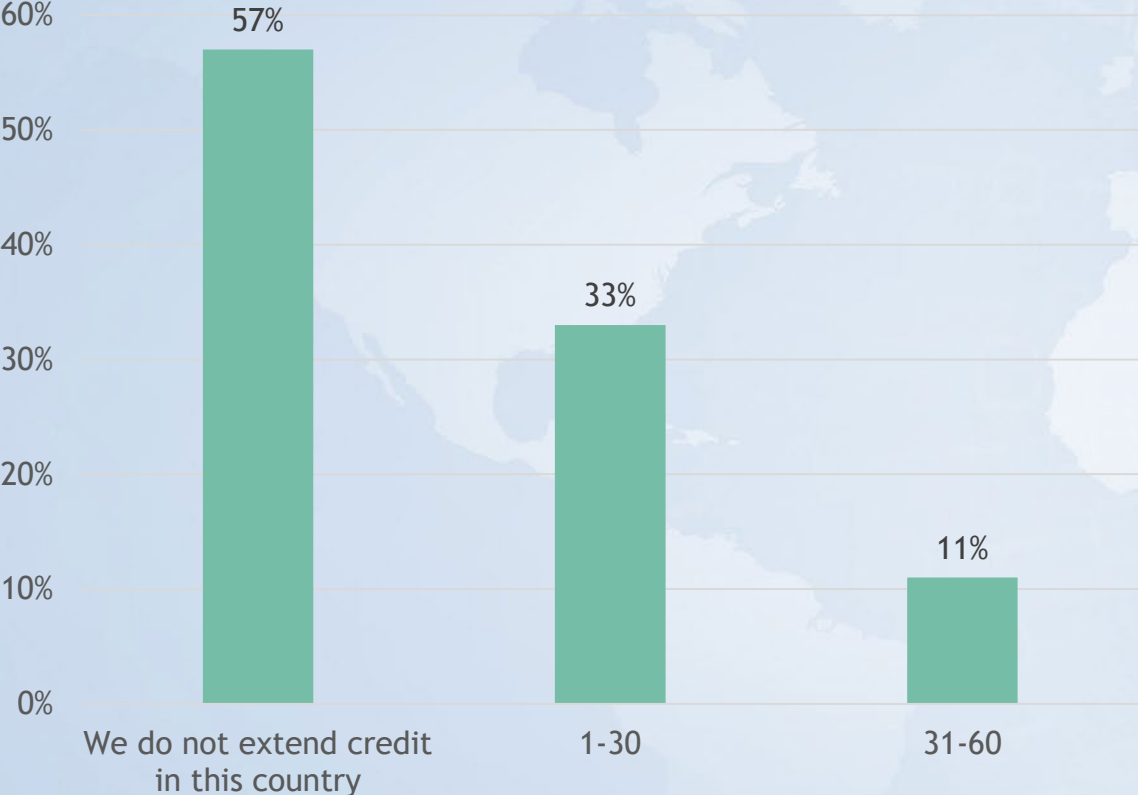


South Africa

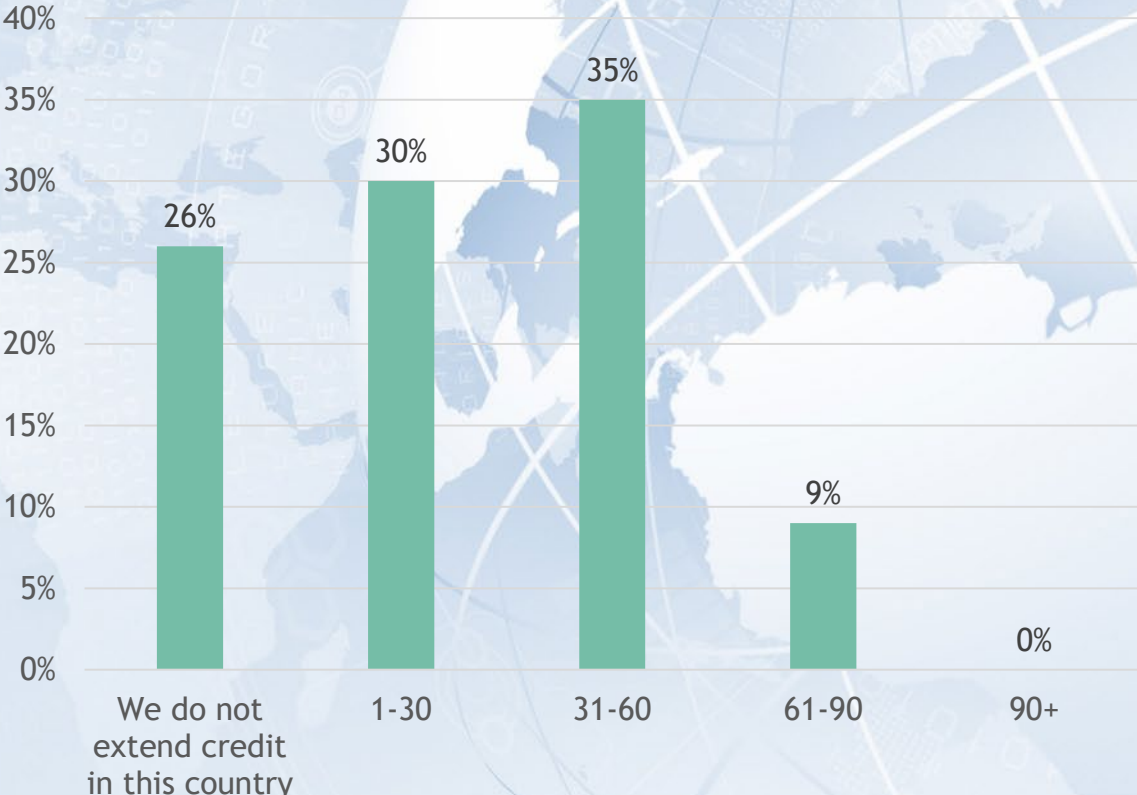


On average, what payment terms are you granting?

Taiwan



United Kingdom



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

Egypt

54

South Africa

9

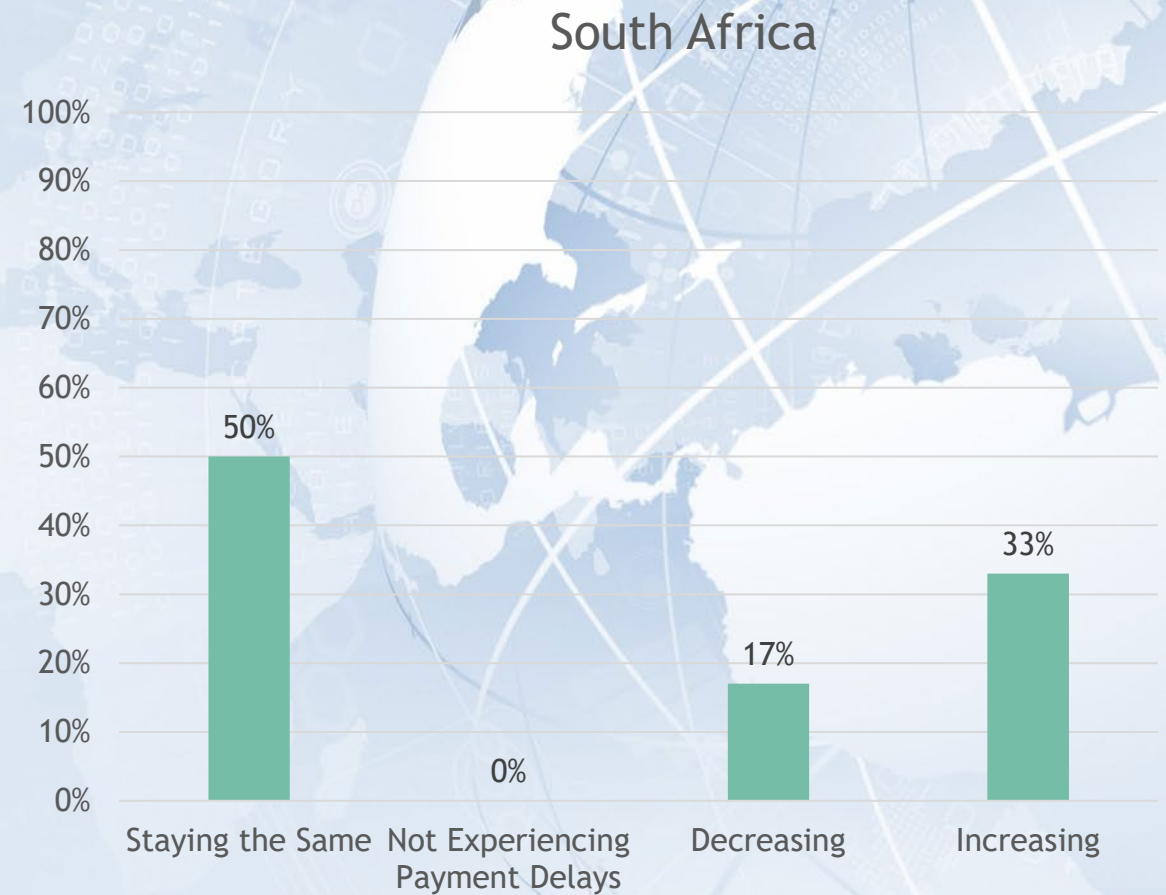
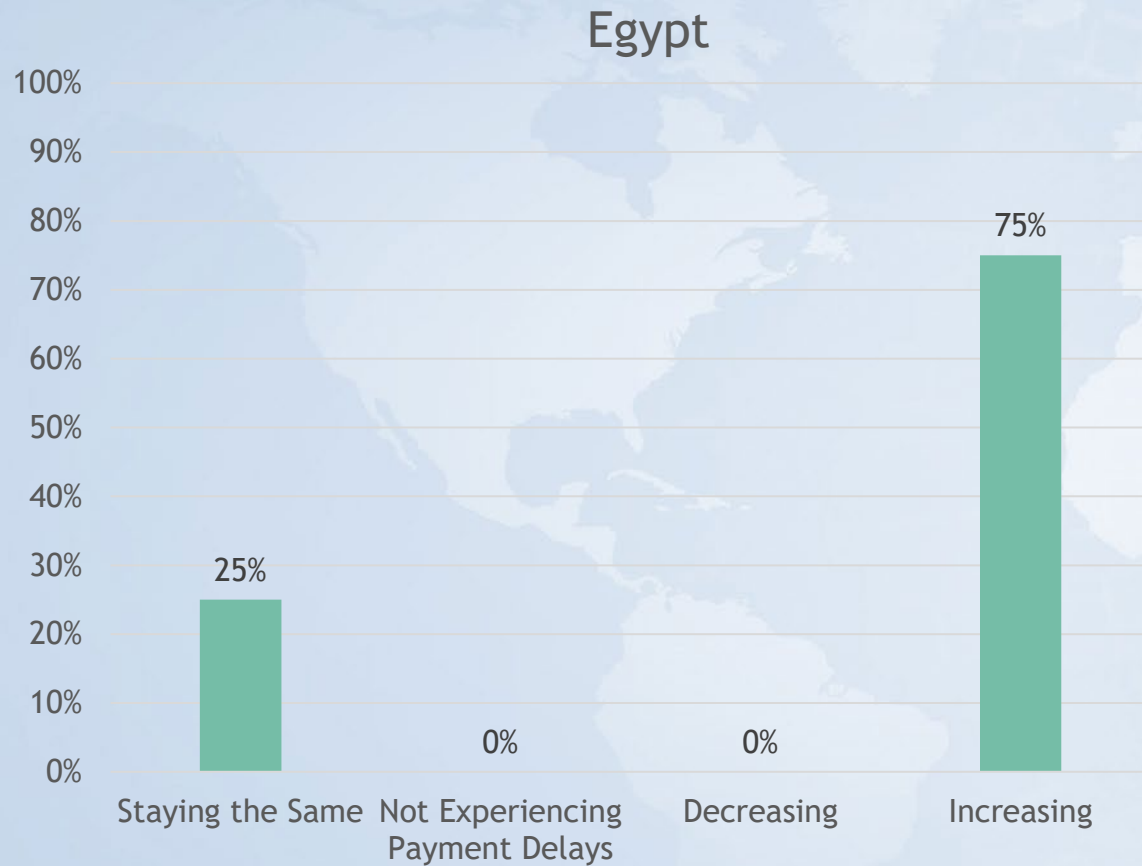
Taiwan

6

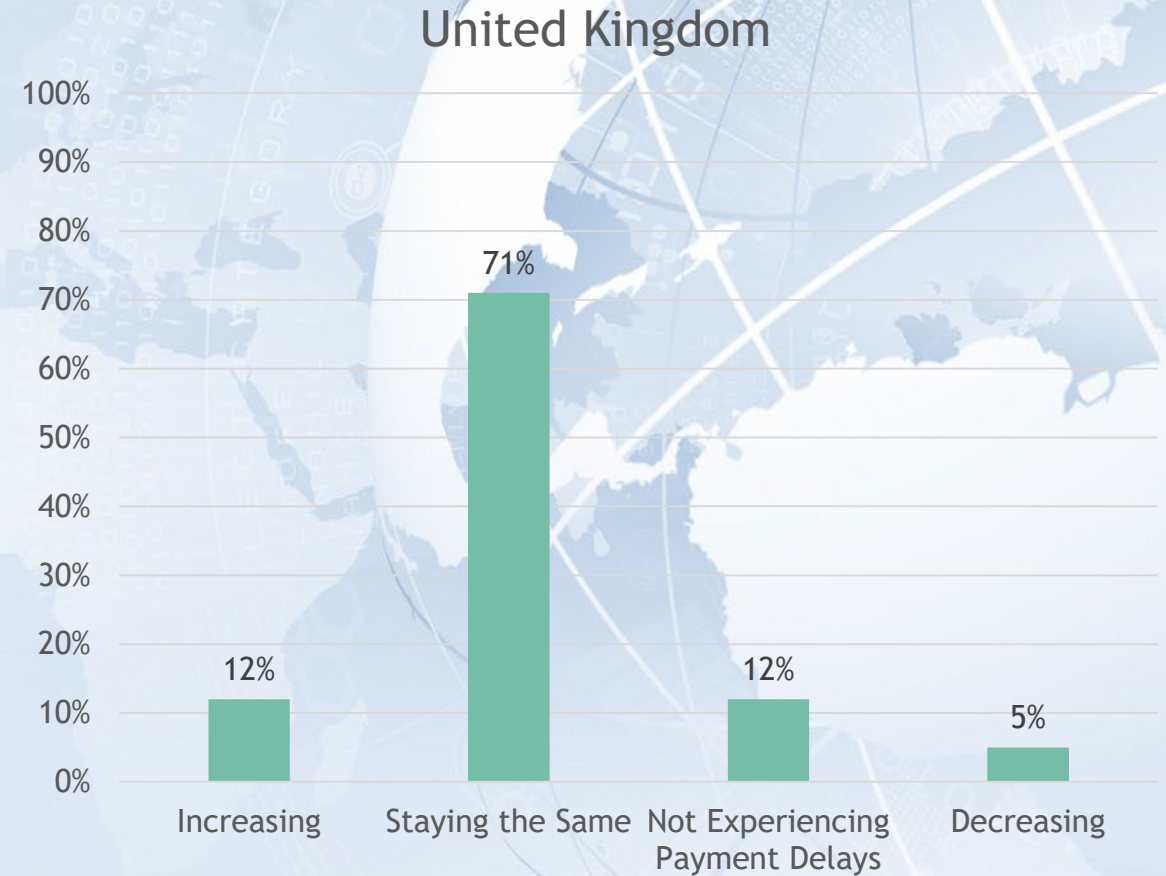
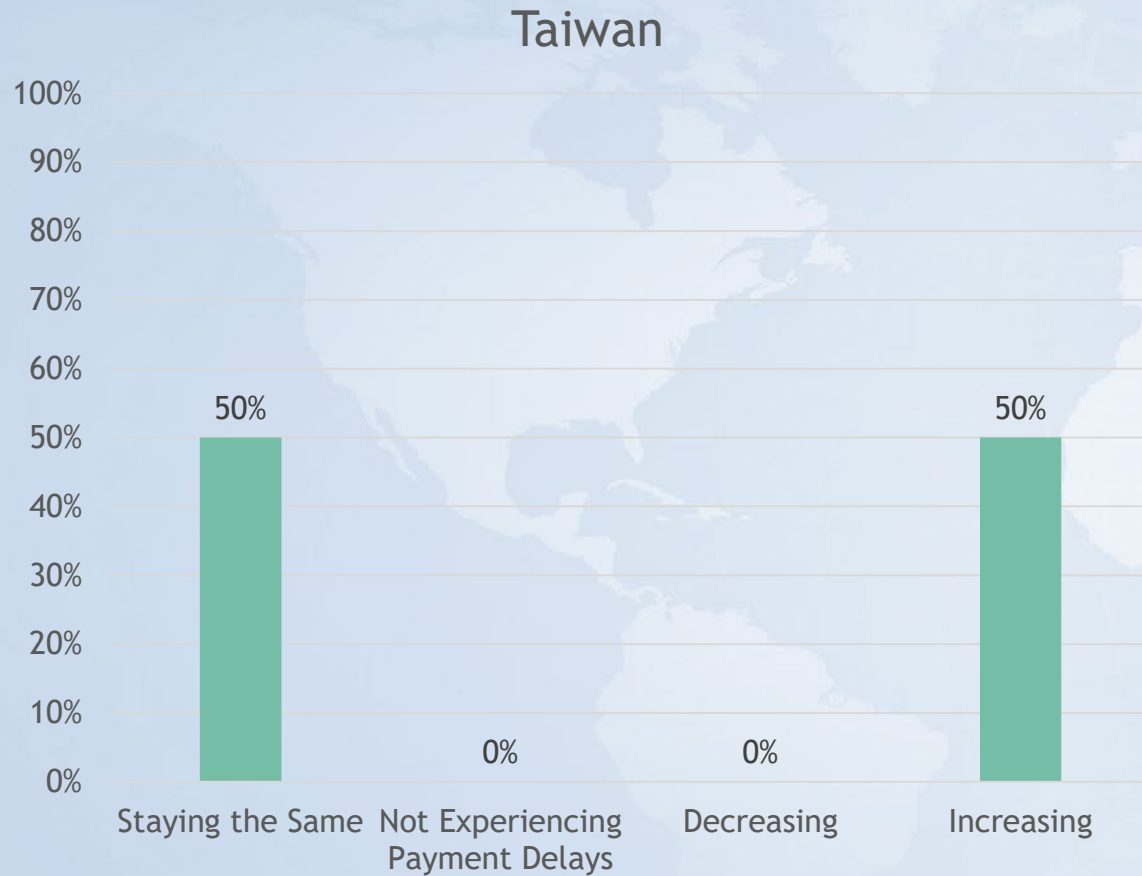
United Kingdom

15

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

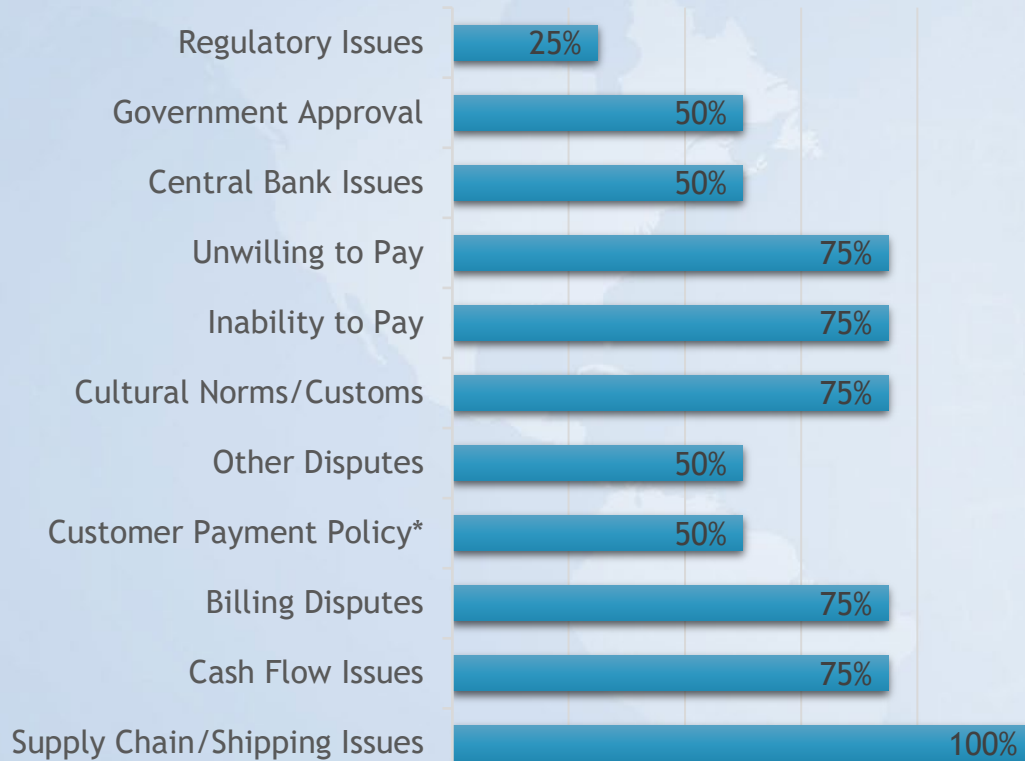


Are payment delays increasing, decreasing, or staying the same?

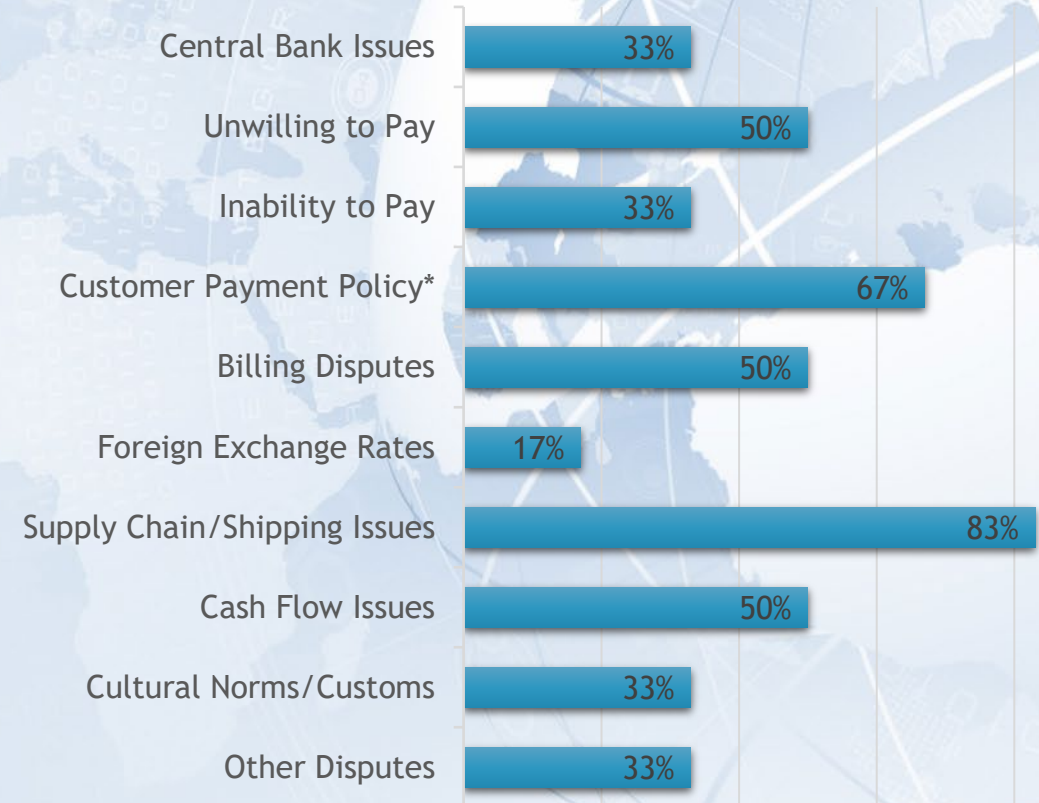


The most common causes of payment delays

Egypt



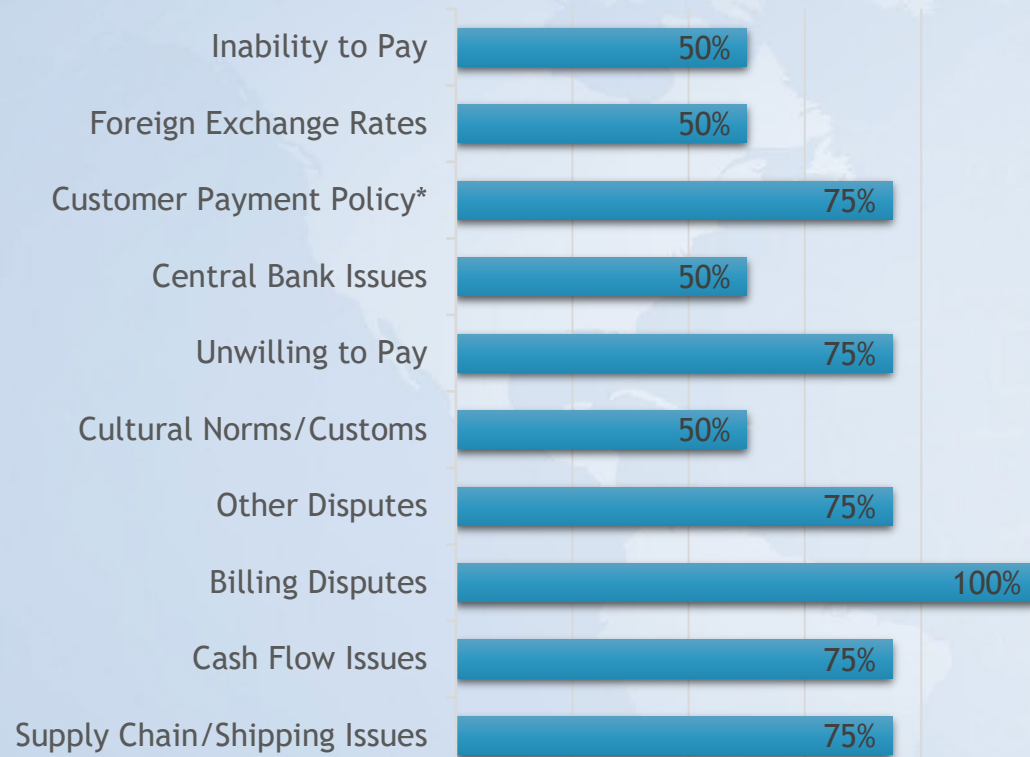
South Africa



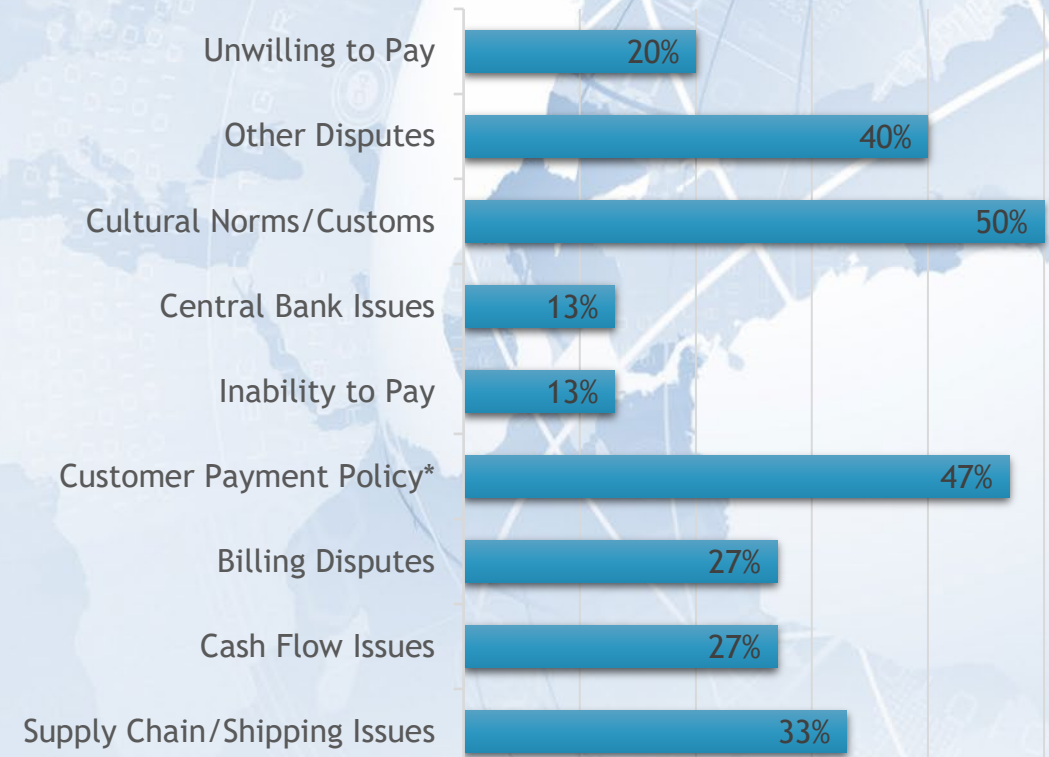
*(i.e. customer only pays on a set day of the month)

The most common causes of payment delays

Taiwan



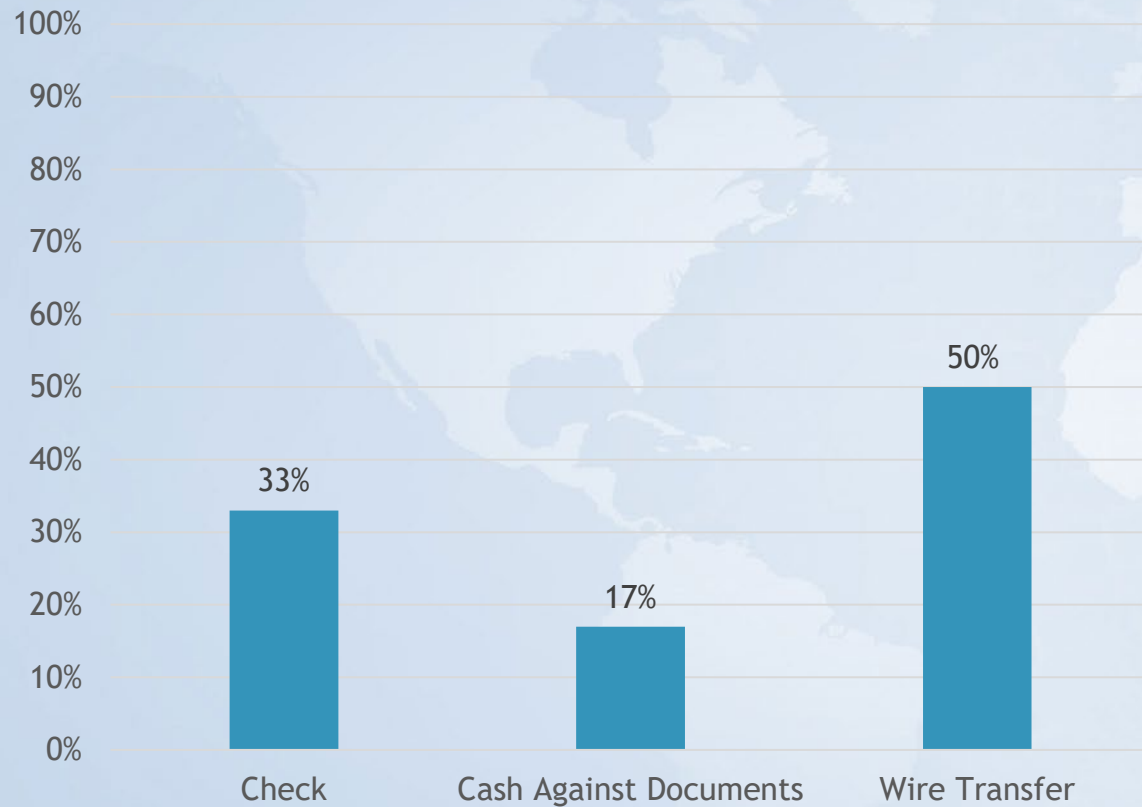
United Kingdom



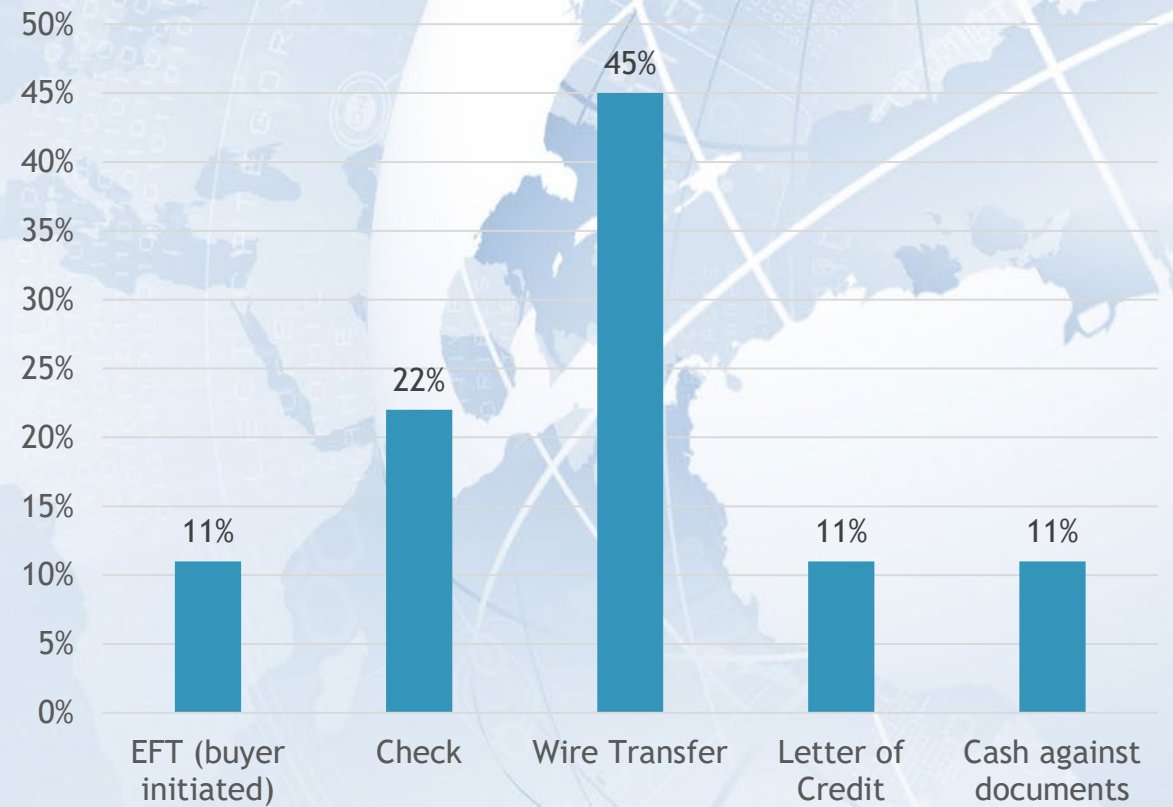
*(i.e. customer only pays on a set day of the month)

Methods used to secure payment

Egypt

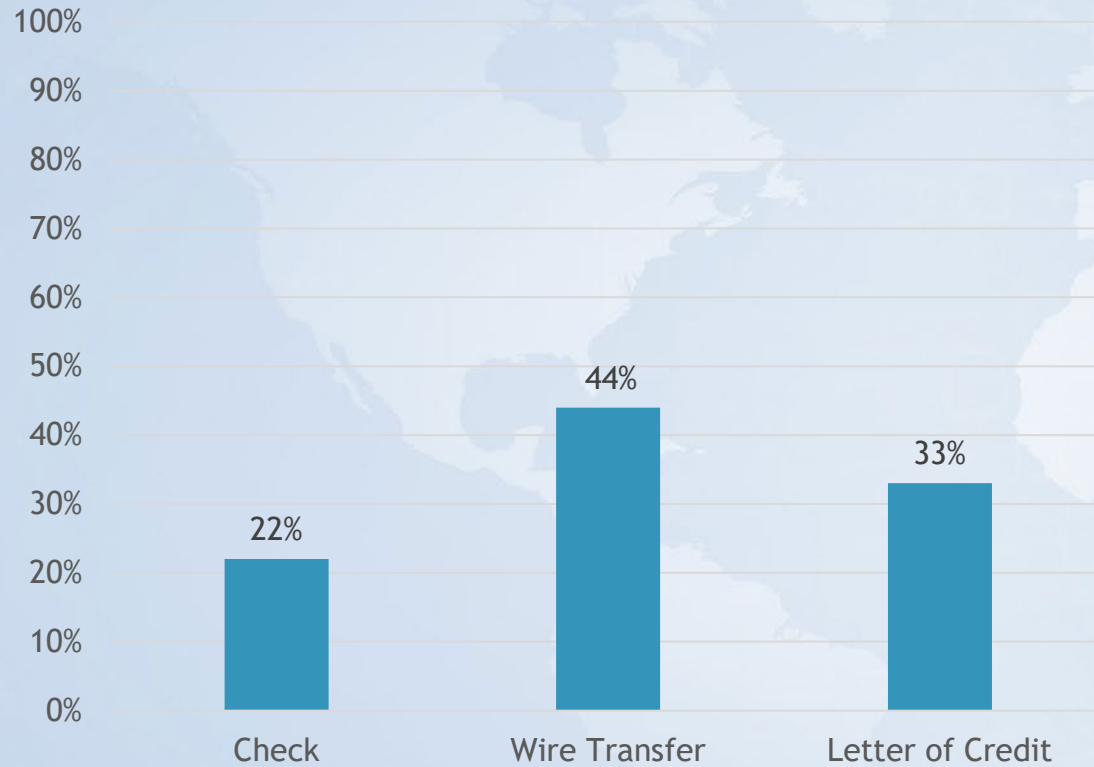


South Africa

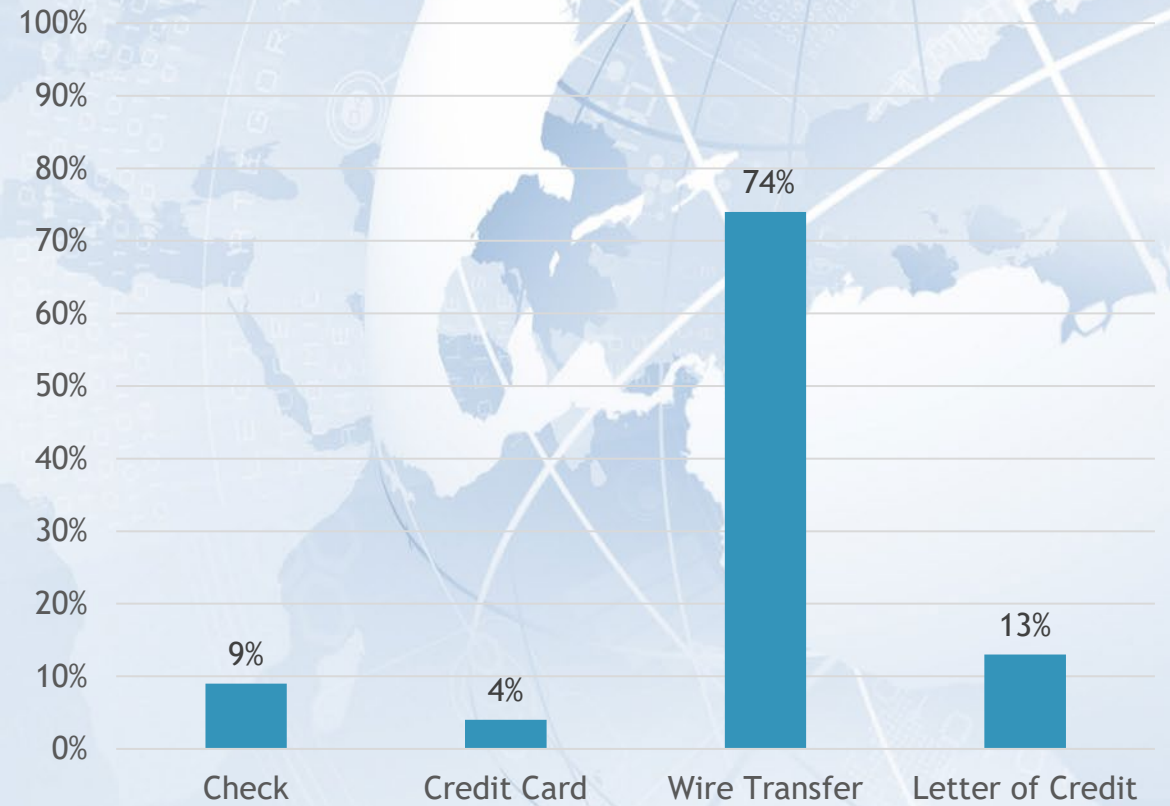


Methods used to secure payment

Taiwan



United Kingdom



Insights from Credit Professionals

Egypt

- “Don't start the work unless the contract is signed and request at least 10% to 15% advance payment to secure the payments delay and stop the work when you can.”
- “Ensure there are no issues securing funds.”

South Africa

- “You can do open terms transactions in the country.”
- “We are working with well established, big name companies and experiencing no problems.”

Taiwan

- “Prepaid payment terms or utilize credit insurance if offering net terms.”
- “Confirm LCs.”
- “You can do open term transactions here.”

United Kingdom

- “It's a mature market, therefore, we don't face challenges in payment due to the prompt payment act in U.K.”
- “It's easy to sell here as long as you accept that they pay on their terms and are not very flexible.”
- “Prepay only, if possible, for the U.K. Wires take a few additional days to process for some reason.”

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.