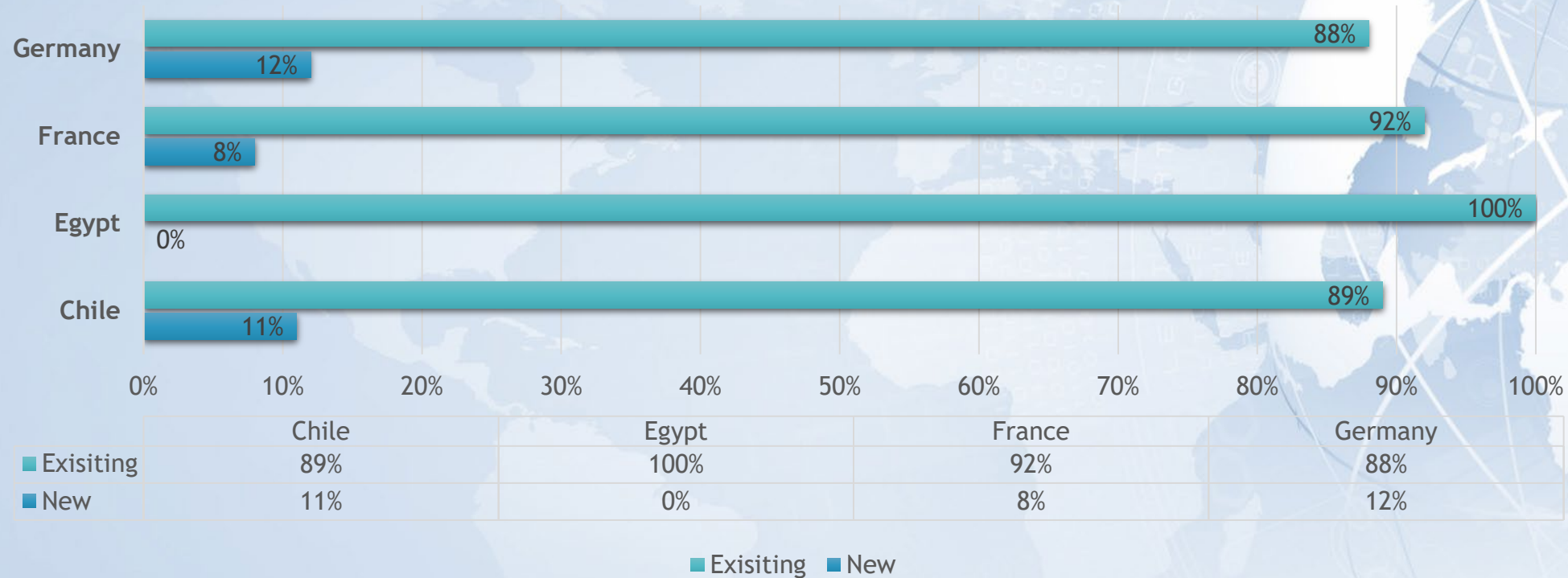


November 2024

# FCIB Credit & Collections Survey

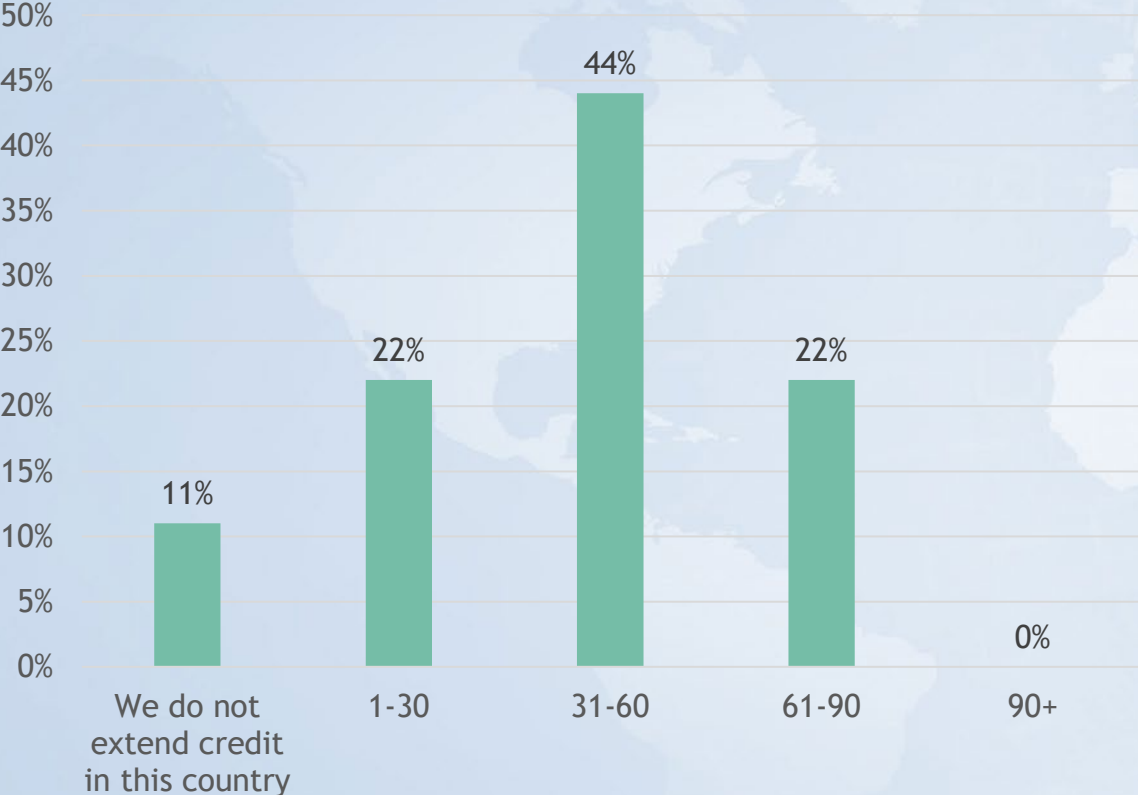
Chile, Egypt, France, Germany

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

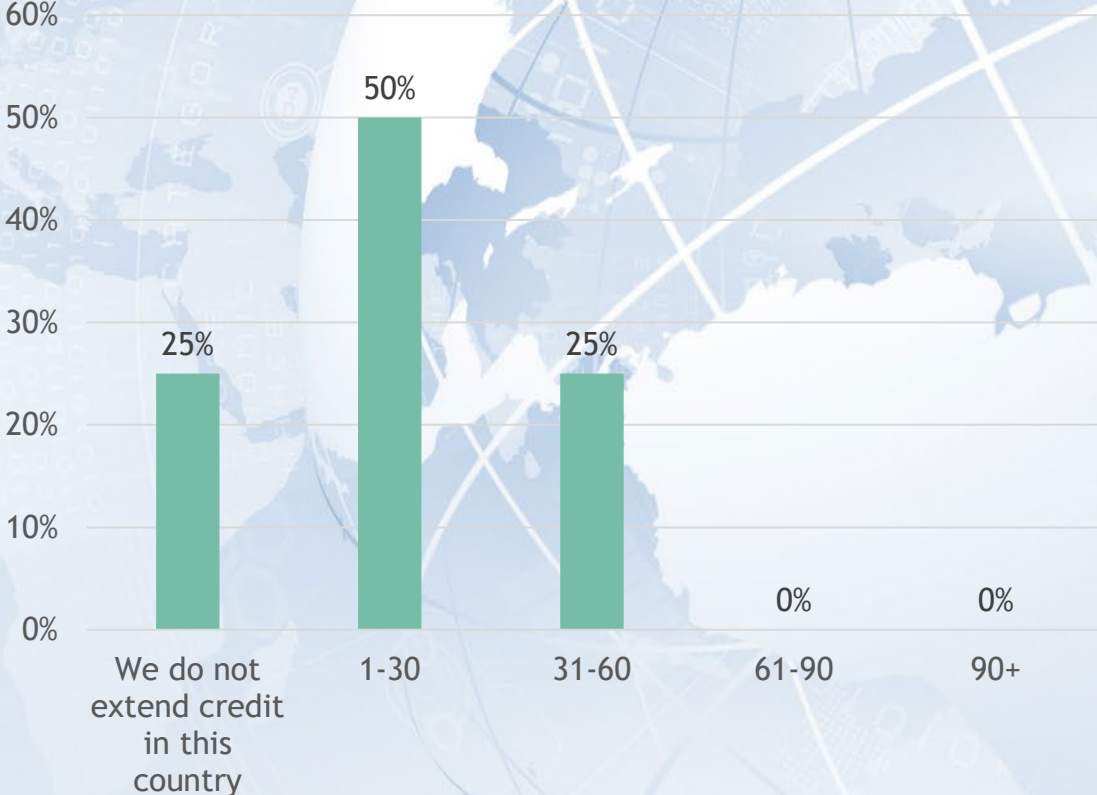


# On average, what payment terms are you granting?

### Chile



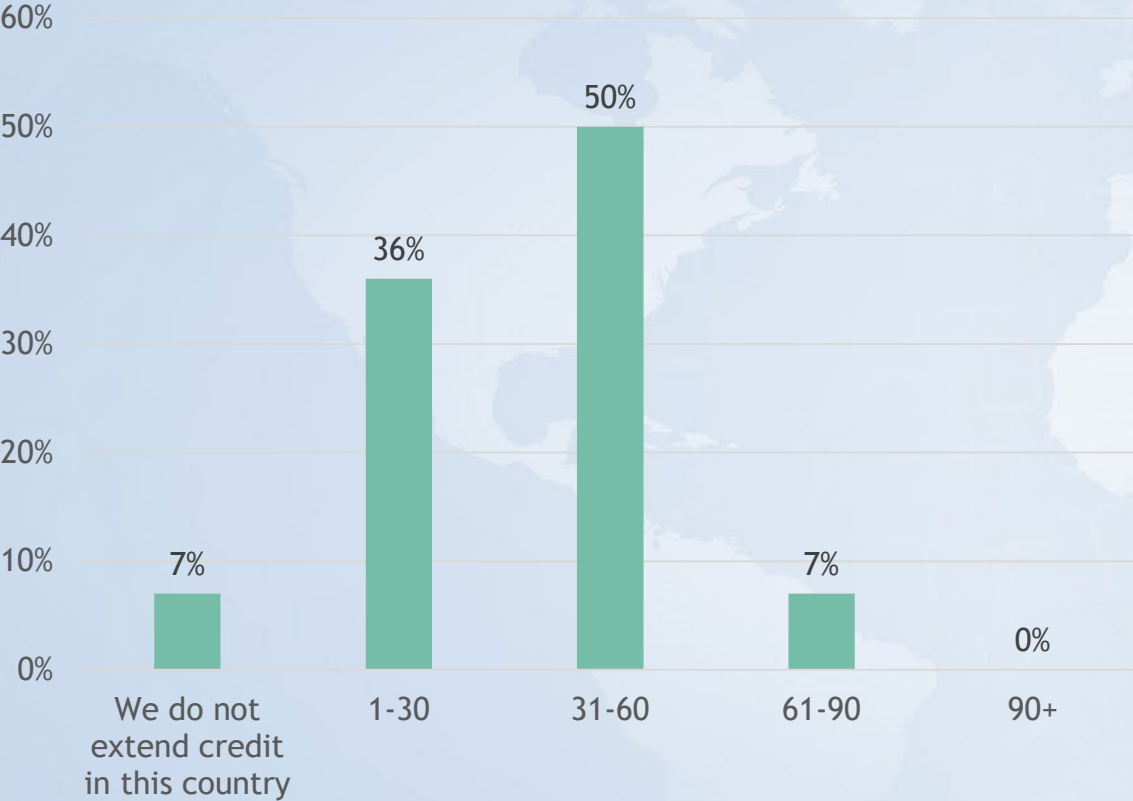
### Egypt



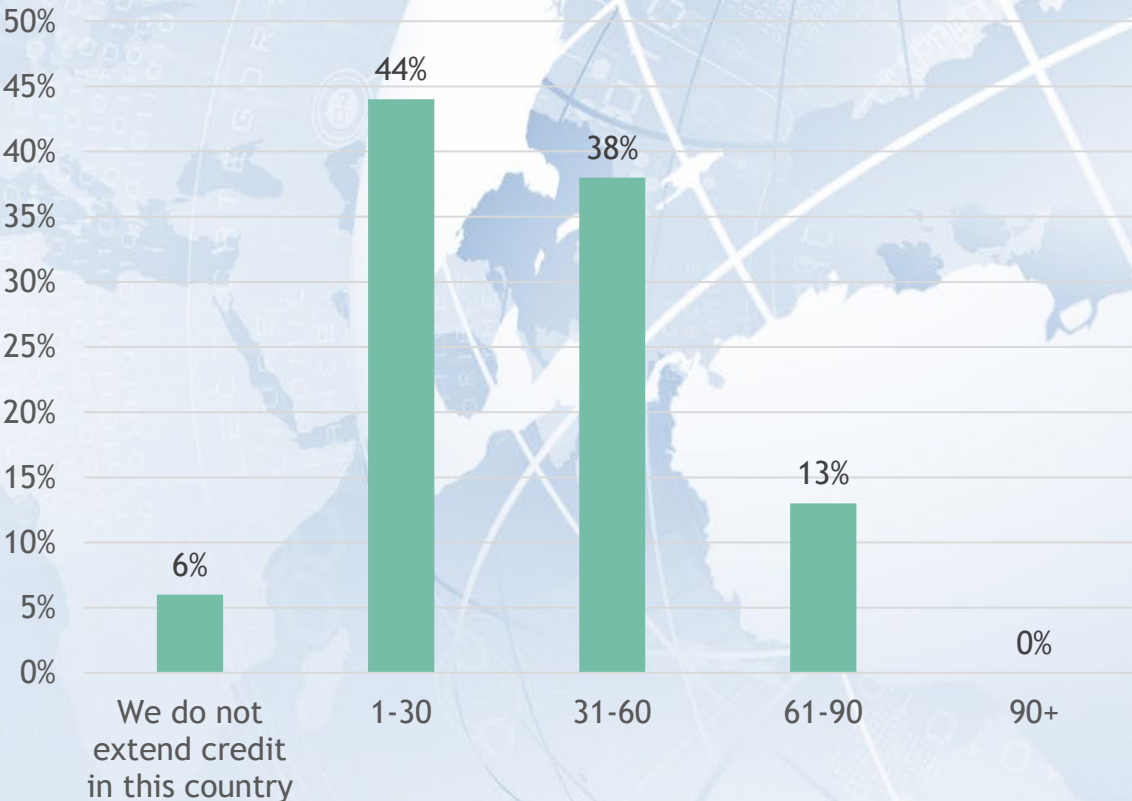


# On average, what payment terms are you granting?

### France



### Germany



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

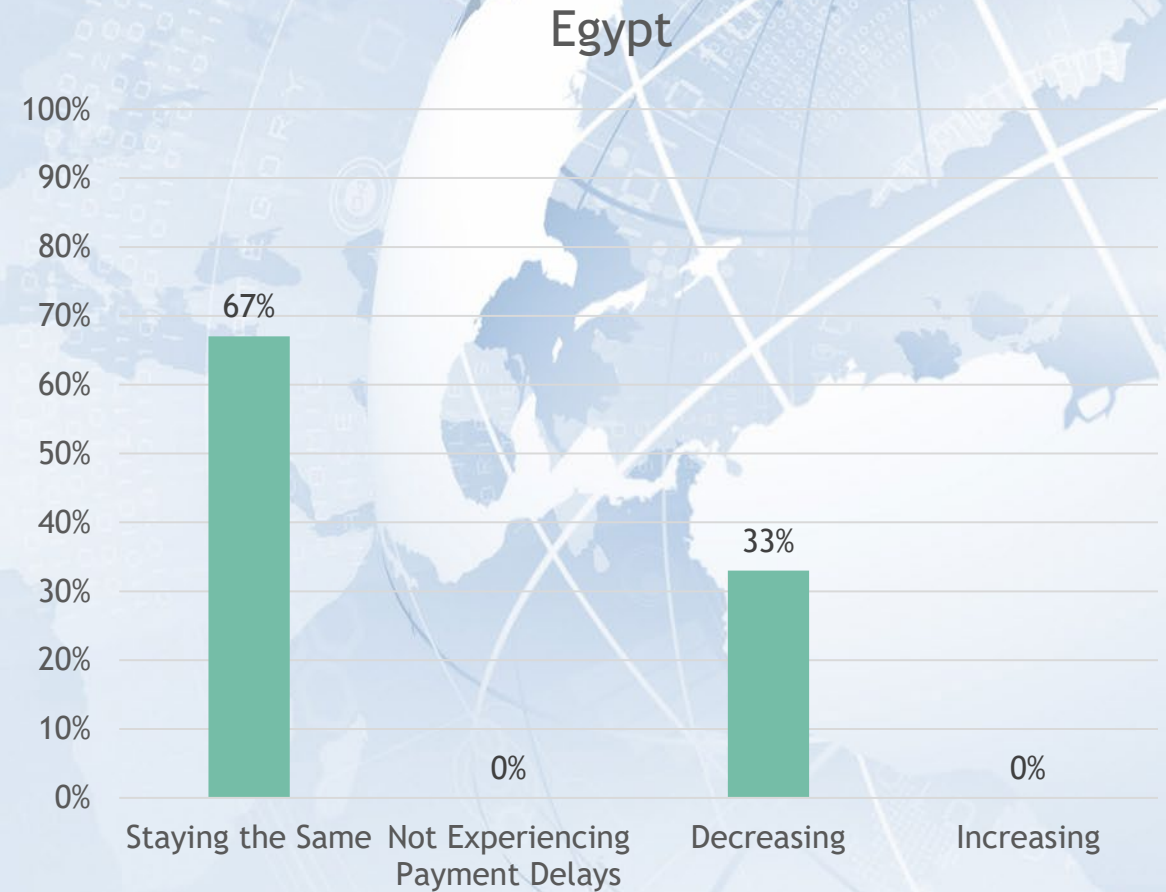
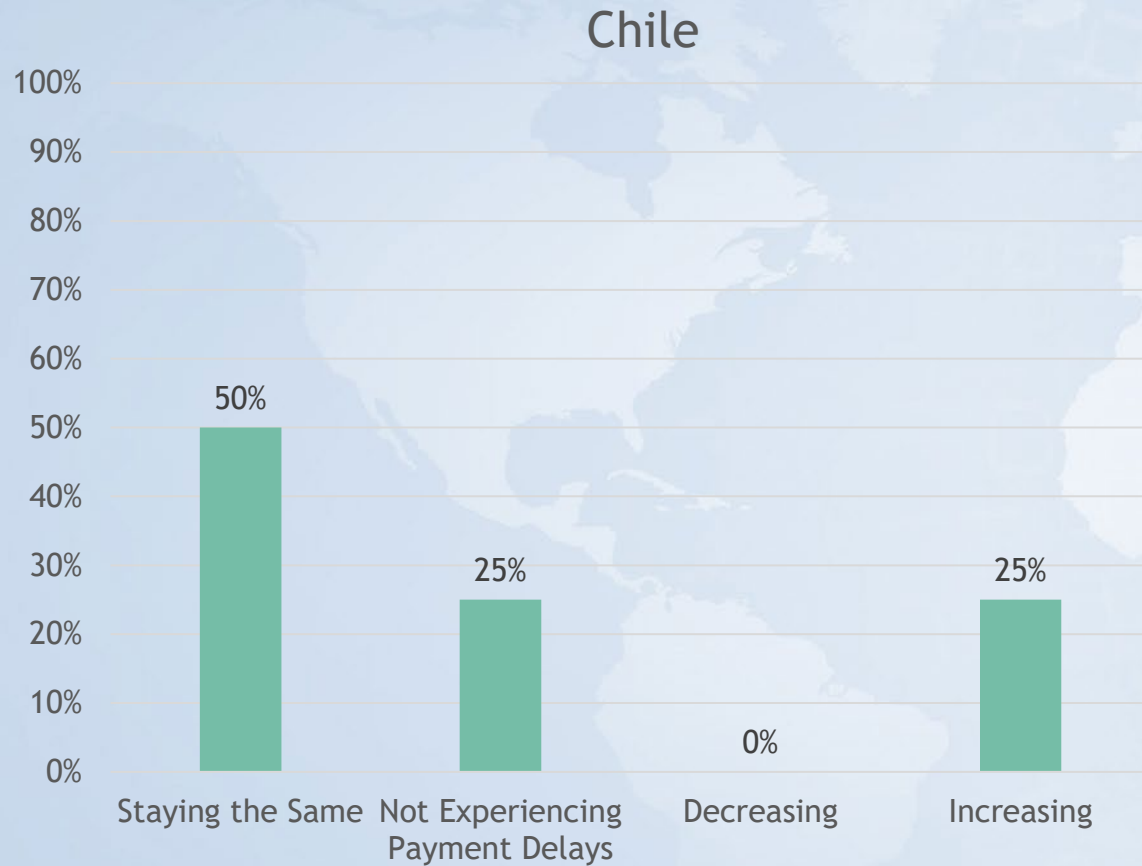
Chile  
**25**

Egypt  
**31**

France  
**13**

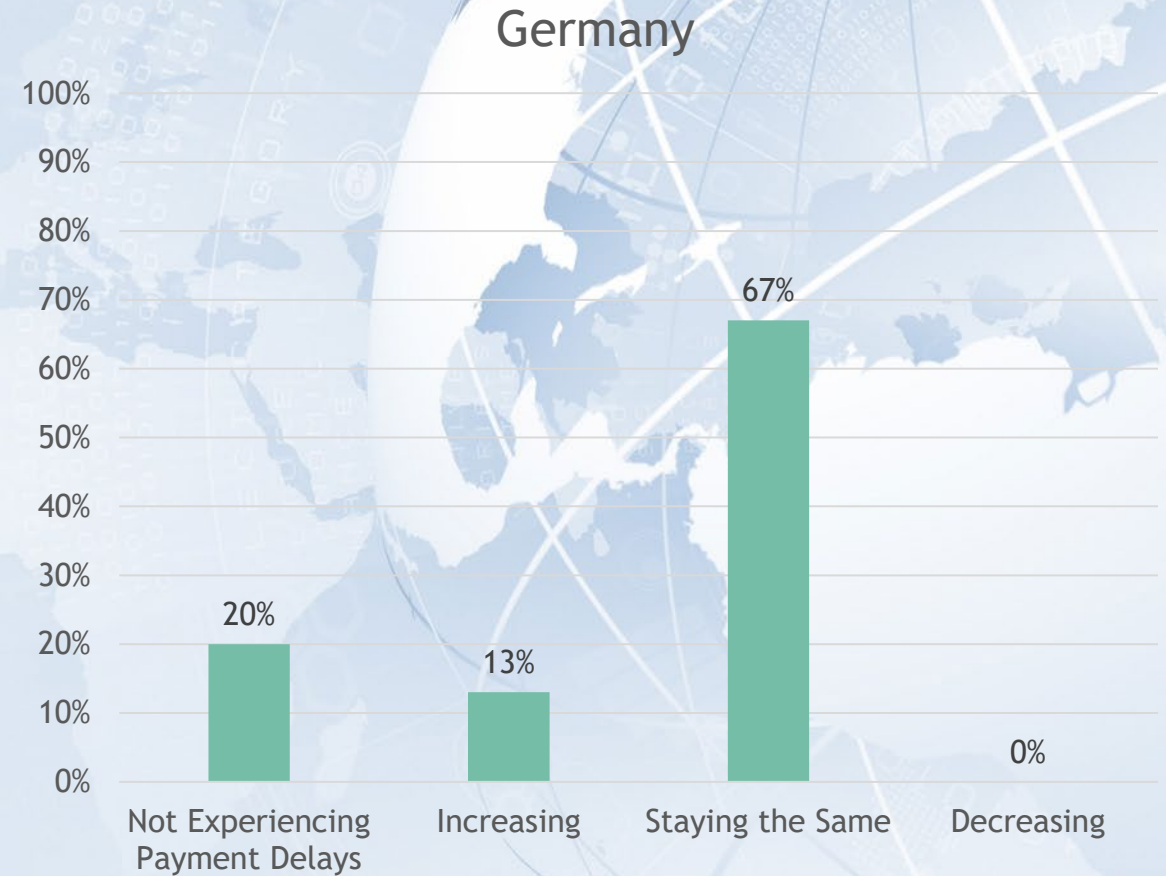
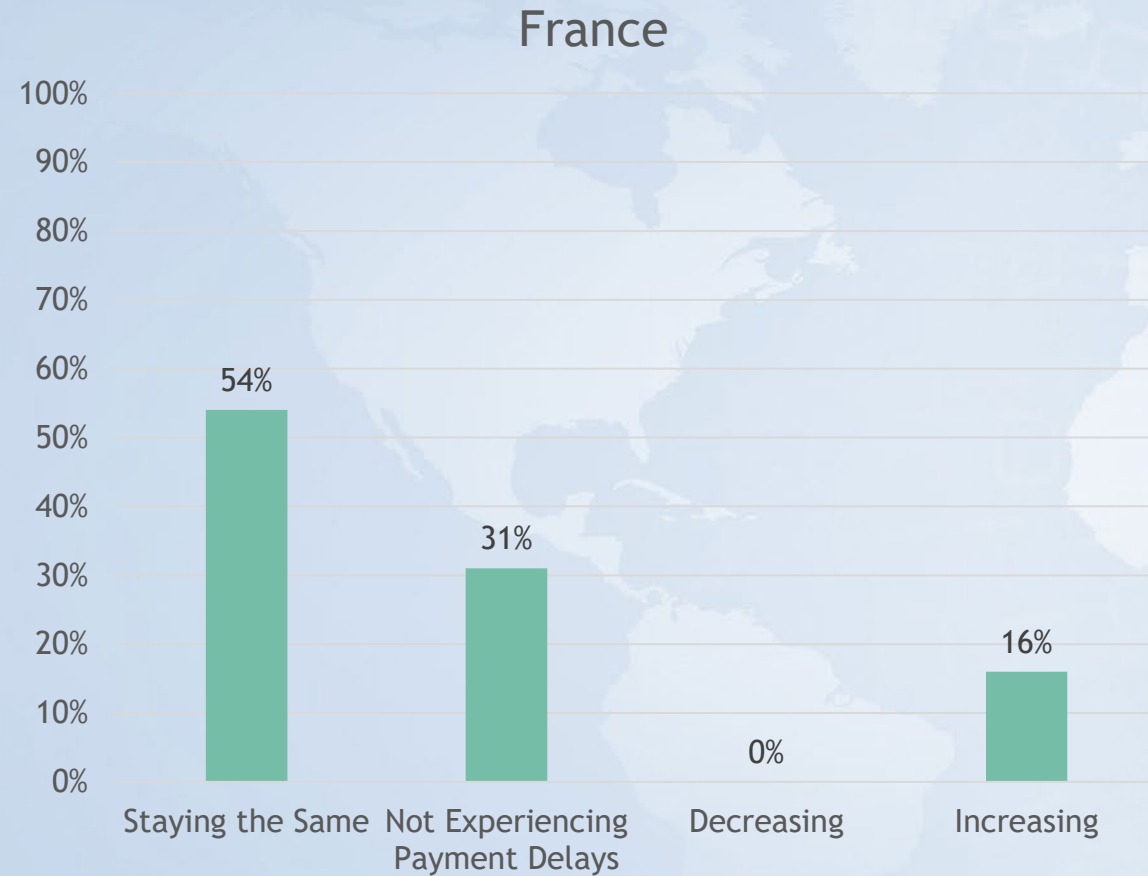
Germany  
**15**

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



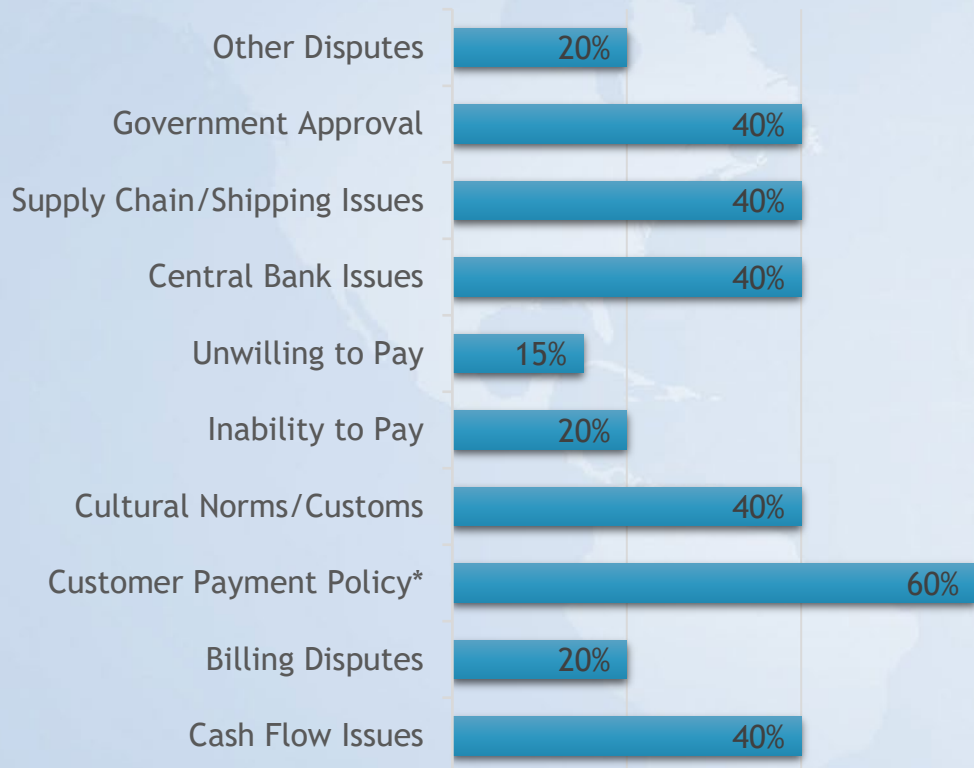


# Are payment delays increasing, decreasing, or staying the same?

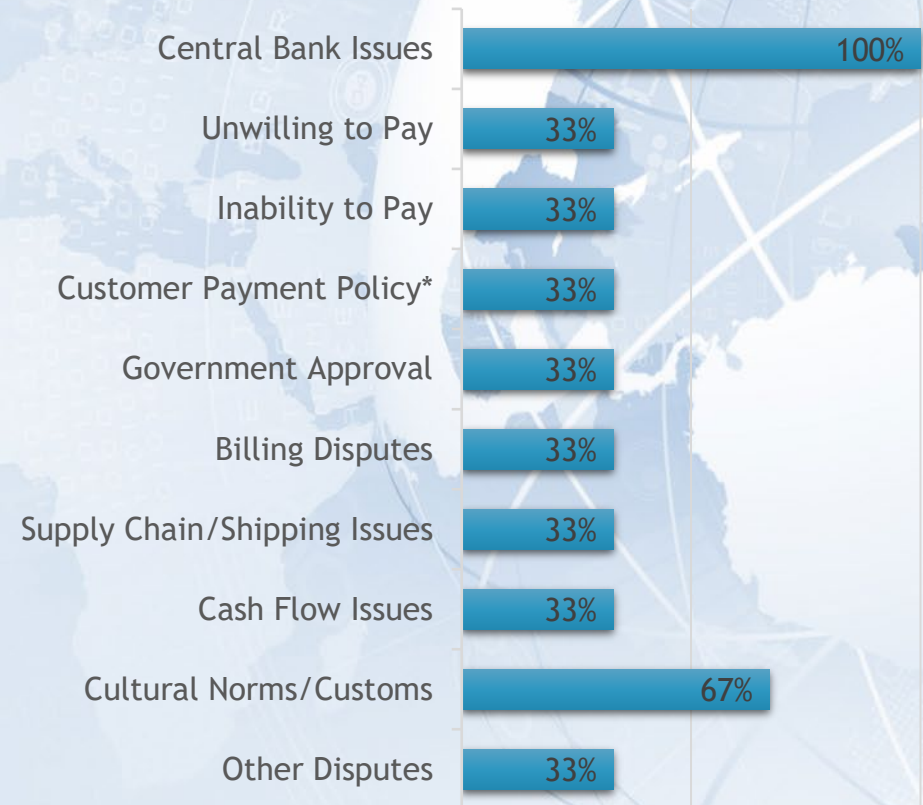


# The most common causes of payment delays

## Chile



## Egypt

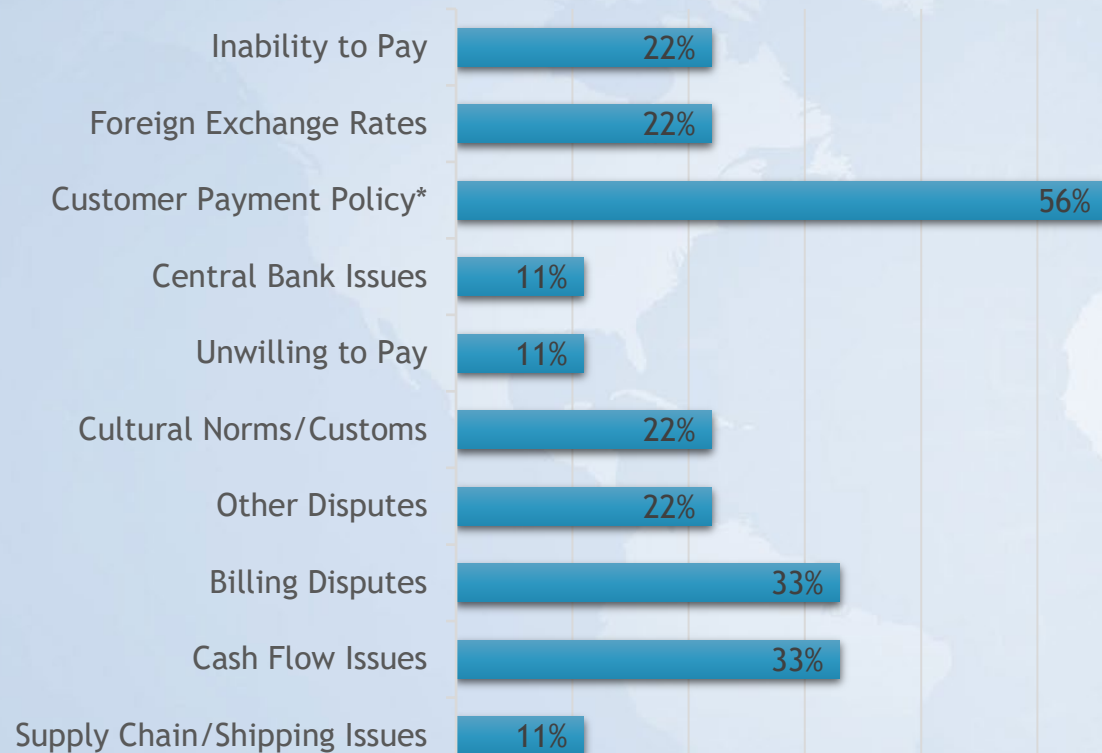


\*(i.e. customer only pays on a set day of the month)

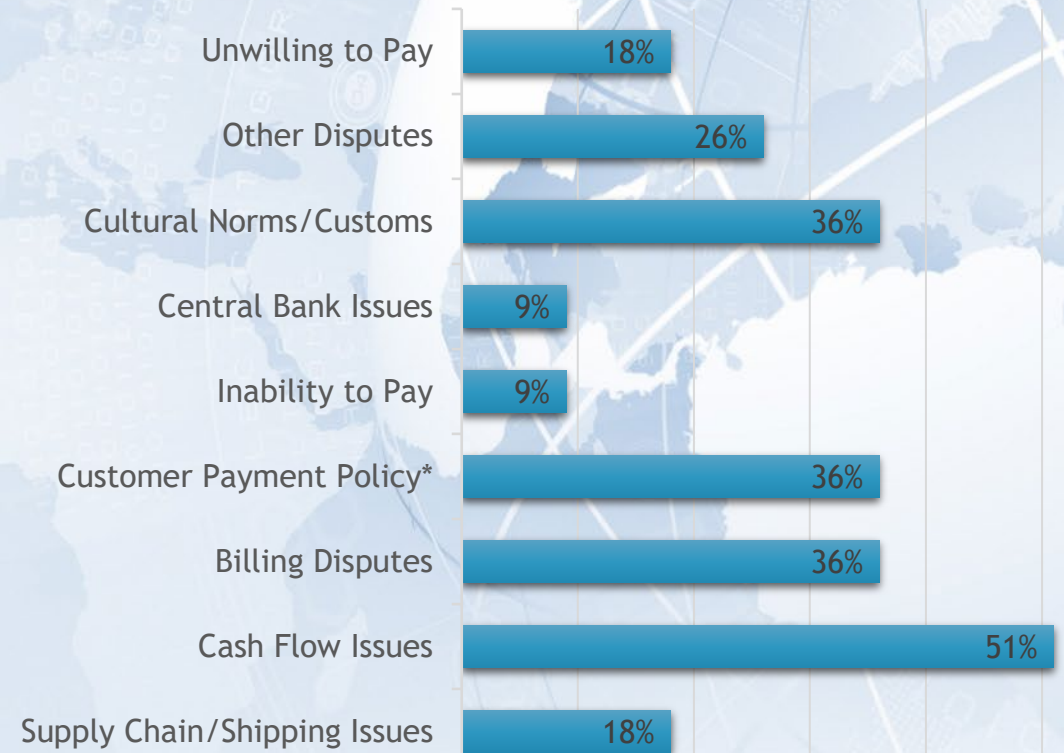


# The most common causes of payment delays

## France

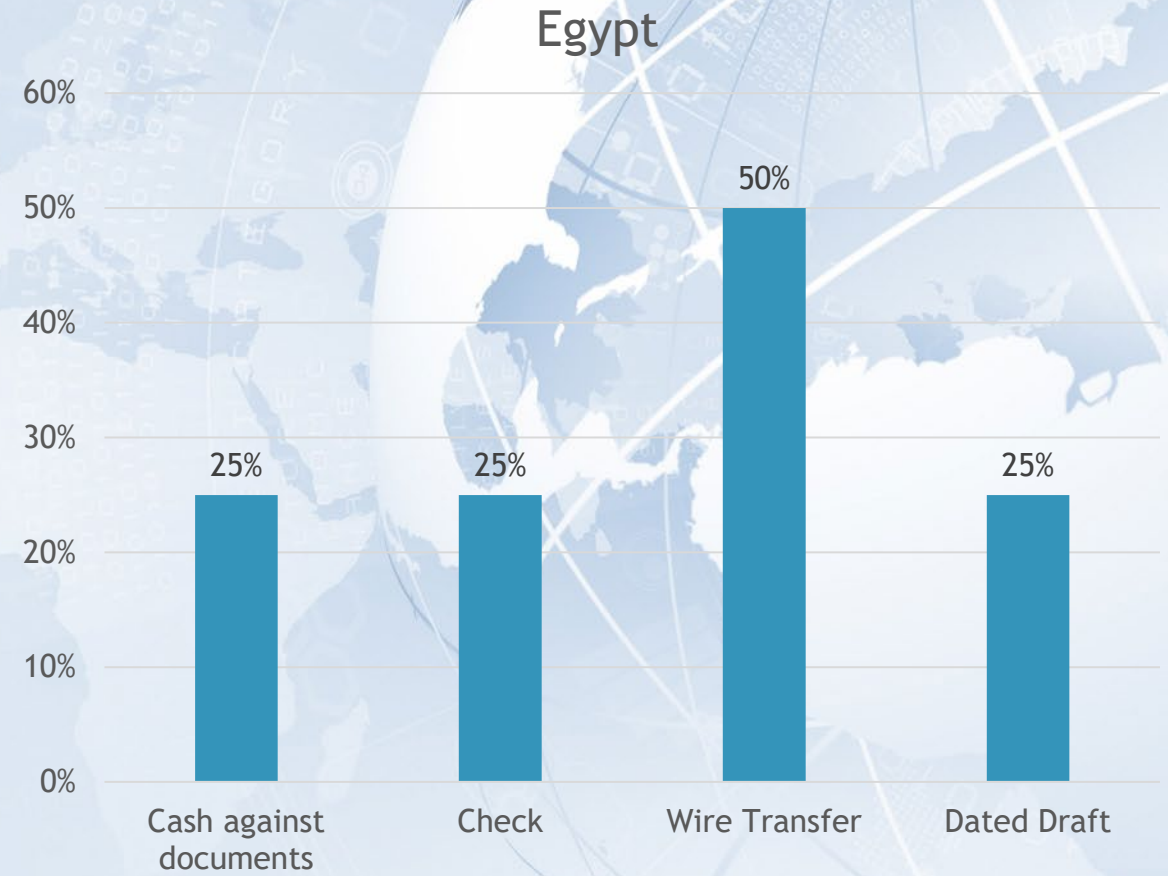


## Germany

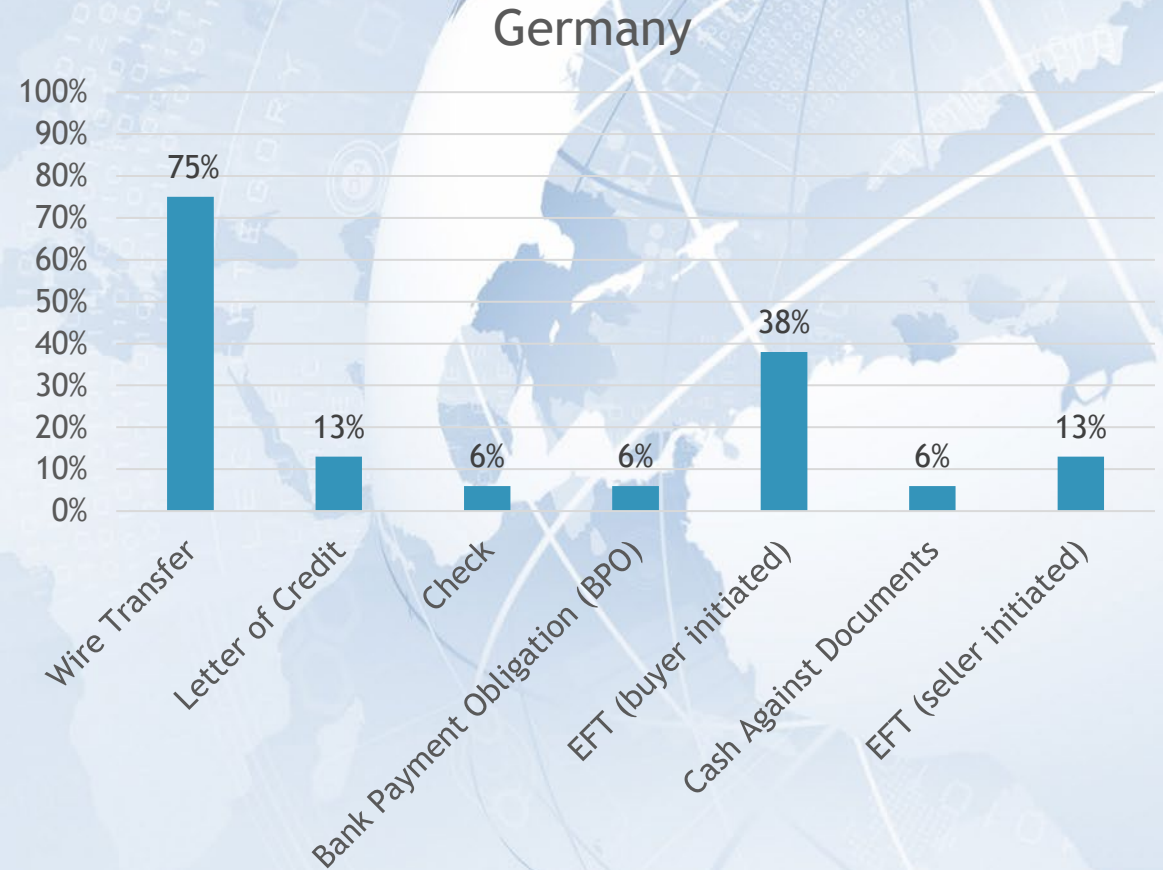
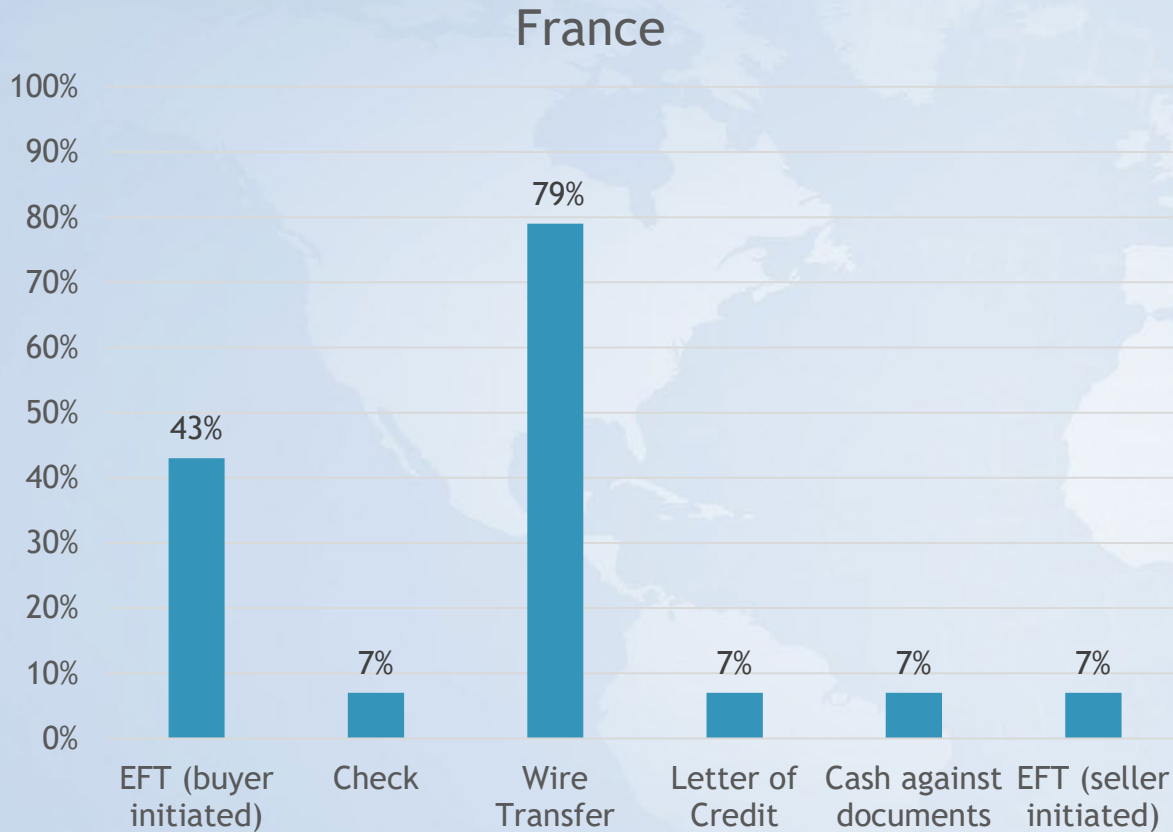


\*(i.e. customer only pays on a set day of the month)

# Methods used to secure payment



# Methods used to secure payment





# Insights from Credit Professionals

## France

- “Extend credit to sale of equipment. Withhold credit when it comes to service. Agree with the customer that payment be made in stages-50/30/20, rather than risking the exposure to be paid entirely at the end.”

## Egypt

- “Be certain of currency requirements and availability.”

## Germany

- “Check with the customer immediately if the invoice is received and there are no disputes.”

# 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 France 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.