

# How We Work with You

## Visibility

You can submit your cases at any time via Atradius Agora. Please provide as much contact information as possible such as the debtors telephone number and email address. We will need a copy of the invoice(s) and/or a statement of account to get started.

Atradius Agora also let you track the progress of your cases and view the development of your portfolio. If you need an update on our activity you can also get it there at any time.

## Our Activity

Our debt collection activity will start immediately with a combination of telephone calls and demand letters, the frequency is detailed below and is based on the debt value, chance of success, debtors response and the culture and laws of each country.



## Decisions

Within 30 days of receiving your case, we will give you our recommendations for next steps.

We want to collect your money as quickly as possible, so whilst we will always aim to recover the full amount immediately, if this is not possible, you authorise us to agree actions on your behalf, such as payment plans and full and final settlements for any debt where the total outstanding amount is less than €50,000.00.

We will not start any legal action or incur further costs without seeking your prior approval.

We will inform you when we close your case and give you information about our activity and the reason for the closure.

## Your Input

We will come back to you if we need more documentation or information to allow us to continue with our action. Please come back to us as quickly as possible. We reserve the right to close the case if we don't hear from you within 14 days and you may be charged a withdrawal fee.

If you receive payment directly from your debtor, please let us know within 48 hours of receipt by updating Atradius Agora with details of the payment so that we can adjust our collection strategy.