

EULER HERMES WORLD AGENCY COLLECTIONS



Financial volatility is on the rise: Companies that were in good health just a few months earlier may have been significantly impacted by the economic context, with a deterioration of their financial strength and subsequent inability to pay their debts.

Our network

Offices in **50+ countries**
with **5,800+ employees**

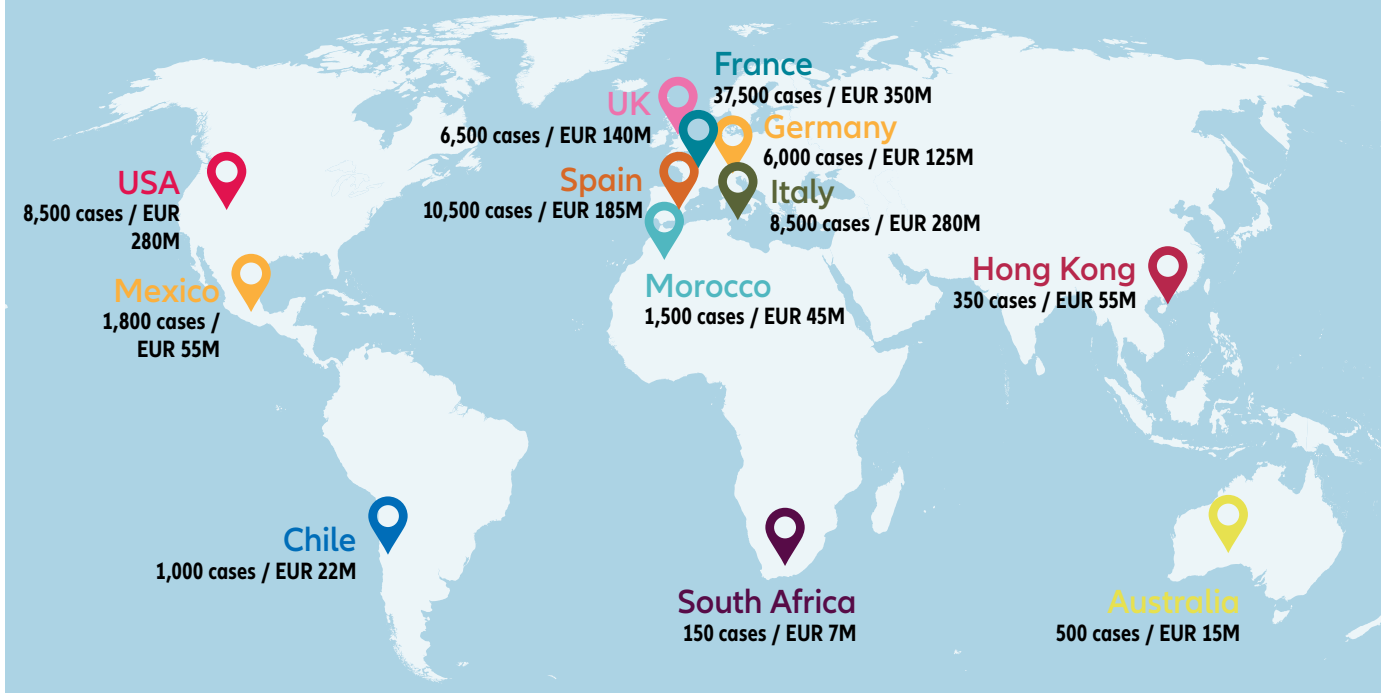
Global collection network with support from selected agents to provide debt collection services in **165 countries**

Collecting debts from your customers can be much less straightforward than anticipated, with complexities relating to payments, court or insolvency proceedings varying dramatically from country to country.

Having Euler Hermes on your side gives you a strong, reliable partner to navigate the complexities and recover what you're owed more quickly. Giving you confidence to trade and get paid, so you can move your business forward, whatever your goals.

150,000 cases handled in 2020
for a total declared debt of **EUR 2.1 billion**

EUR 930M recovered
in 2020



EXPERIENCE THAT PAYS OFF

Being close to your buyer is a key factor for successful collection. That's why we have experienced collection teams in our 50+ offices globally, and work closely with our partners to deliver on-the-ground debt collection services in 165 countries. Passing a late payment to our highly qualified debt collectors early on translates to quick and painless resolution without a negative impact on your business relationships.

As your buyers may be located anywhere around the world, you benefit from having only one partner that can handle it all. Just pass the debt to us; we take care of the rest.

COST OF COLLECTION

As your trade credit insurance provider, Euler Hermes World Agency covers the majority of the cost of collection when you use the Euler Hermes Collections Network.

SPEED OF INDEMNIFICATION

You will receive claim payments between **20% and 25% faster**, on average, when Euler Hermes manages the collection.

HOW COLLECTIONS ARE MANAGED

File passed to local collection officer on day zero

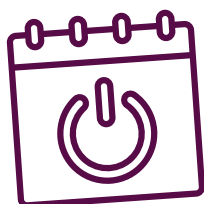
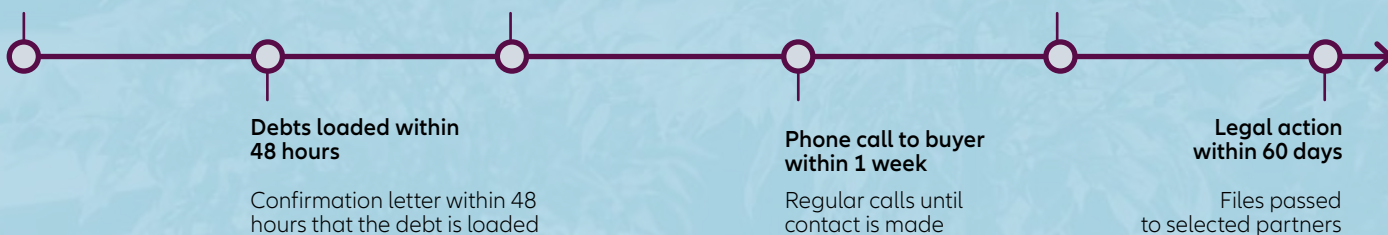
Debt placement via Eolis by selecting collection by Euler Hermes

Demand letter sent via email or post to debtor within 48 hours

Access to global management information and data, plus new online tools

Focus on amicable resolution

Direct follow-up when a commitment is not kept or contact is lost



HOW TO GET STARTED

If you'd like to benefit from Euler Hermes' collections service, contact your account manager to ensure a collection endorsement is added to your policy. The collection endorsement clearly describes the service and the relevant rates.

Discover more in our [Country Reports](#), including an overview of collection complexity by country.

To learn more about our multinational solutions, visit our website:

https://www.eulerhermes.com/en_GL/our-solutions/global-solutions.html

[> Visit our website](#)