

The Procedure at a Glance

Debt Collection

This is what you should do:

- Should your customer fail to pay an invoice, send him a commercial reminder setting a deadline.
- Should your customer still fail to pay, award a Collection Order to Euler Hermes either per form sheet or online – as a credit insurance customer please do this by the point in time agreed upon in the contract at the latest. Should you already possess a titled claim, send this to us.

Important: please notify us close to the event, should the debtor have in the meantime contacted you or effected a payment to you.

What we do for you:

- You receive from us at first an Order Confirmation.
- We review the eligibility of your claim for collection and send the debtor a written demand for payment.
- A short time after that we call the debtor and negotiate with him – friendly in our manner, but resolute with regards to the case. Where it makes sense to do so, we will also visit him at his premises.
- Should the debtor still fail to pay, we shall initiate a legal default action on your behalf.
- Should the debtor contest this action, we will find experienced lawyers for you who will act on your behalf.
- Should you, following a successful action, have indeed gained a title but your customer is insolvent, we will monitor him for a period of up to 30 years. We will thereby continue to serve the debtor with reminders at reasonable intervals and exploit all possibilities of compulsory enforcement.

Should your debtor pay, we will immediately settle the collection proceeds in accordance with our General Terms and Conditions. As a collection agency we are as a fundamental principle not subject to any scale of charges.

The invoice for the collection costs shall be issued analogous to the Act on the Remuneration for Lawyers (VV 2300 BVG).

Any further questions?

Simply call us – we will be glad to advise you.
Learn more about our collection system by dialling +49 (0) 3 31 – 2 78 90 0 00.



EULER HERMES
Our knowledge serving your success

Conditions for Clients

Debtor country	Order fee	Flat-rate services fee ¹⁾	Success commission (amount of claim in EUR ²⁾)			
			> 250,000	50,001 – 250,000	5,001 – 50,000	< 5,000
Germany	0.00 EUR	90.00 EUR	2 %	3 %	4 %	6 %
Belgium, Danmark, Finland, France, Ireland, Italy, The Netherlands, Austria, Poland, Sweden, Switzerland, Spain, Czech Republic, Hungary, United Kingdom	75.00 EUR	150.00 EUR	10 %	12 %	14 %	16 %
Rest of Europe incl. Turkey	125.00 EUR	150.00 EUR	12 %	14 %	16 %	20 %
Russia	125.00 EUR	150.00 EUR	16 %	18 %	20 %	22 %
CIS not including Russia	125.00 EUR	150.00 EUR	18 %	20 %	22 %	24 %
Canada, Mexico, USA	75.00 EUR	150.00 EUR	15 %	18 %	20 %	24 %
Latin and South America	125.00 EUR	150.00 EUR	17 %	20 %	23 %	28 %
Australia, China, Hong Kong, New Zealand, Singapore	75.00 EUR	250.00 EUR	14 %	16 %	18 %	22 %
The remaining Asian Countries	125.00 EUR	250.00 EUR	16 %	18 %	20 %	26 %
All other countries	125.00 EUR	150.00 EUR	22 %	24 %	28 %	32 %

¹⁾ Only in the event of a case being concluded without any payment being received.

²⁾ Amount of claim in Germany from 150 EUR upwards; other countries from 500 EUR upwards.

For claims existing in other countries in which the oldest invoice of the debtor has been due for payment for not more than 60 days, we charge a 2 percentage points lower success commission.

For claims existing in other countries in which the oldest invoice of the debtor has been due for payment for more than 360 days, we charge an additional 2 percentage points of success commission.

Clients with credit insurance policies are granted a rebate of 10 % on the success commissions quoted above. All fees listed here are to be understood as being in euros and exclusive VAT.

Other services	
INSO-Service Germany	185.00 EUR
INSO-Service Abroad	Upon inquiry

Collections costs	At home	Abroad
Collections cost according to the German Lawyers' Fees Act ³⁾	To be borne by the Client (In case of a lack of success to be borne by Euler Hermes)	To be borne by the Client
Lawyer's fee for the default action	To be borne by the Client (In case of a lack of success to be borne by Euler Hermes)	To be borne by the Client
Court fee for the default action	To be borne by the Client	To be borne by the Client
Lawyer's fee for contested actions	To be borne by the Client	To be borne by the Client
Investigation, court and bailiff's costs	To be borne by the Client	To be borne by the Client
Monitoring procedure	Order fee 30.00 EUR	
Investigation, court and bailiffs costs	Success commission 50 % To be borne by Euler Hermes	

³⁾ Collections cost according to the German Lawyer's Fees Act: § 4 para. 5 RDGEG in conjunction with No. 2300 VV RVG and § 4 para. 5 RDGEG in conjunction with No. 7000 ff. VV RVG.