

More

**LIQUIDITY**

More

**SECURITY**

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To succeed in the market, a business requires adequate liquidity. A tight payment policy and efficient debt collection are virtually a matter of survival in times like these. Our compelling results demonstrate that the name KSV1870 alone has the desired effect with debtors.”

**Johannes Nejedlik**  
Chairman and CEO  
KSV1870 Holding AG

KSV1870

**Your strongest partner for  
business in Austria**

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Traditional association and modern service provider - the four companies of KSV1870 Group cover all aspects in both areas. KSV1870 has everything you need to take the small and big challenges of business life in your stride.

As Austria's largest association for the protection of creditors, Kreditschutzverband von 1870 upholds the interests of entrepreneurs in insolvency proceedings. KSV1870 Information GmbH is market leader and provides all relevant business information. KSV1870 Forderungsmanagement GmbH has the experts who warrant effective debt recovery. KSV1870 Holding AG serves as the steering entity and provides the three companies with the tools they need to focus their attention on their core tasks.



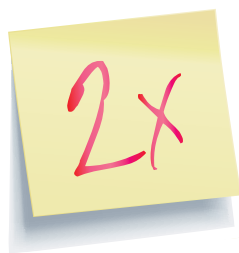
To find out more  
about the strength of  
KSV1870 Group visit

→ [www.ksv.at](http://www.ksv.at)

When mandating us with the collection of your debts, the following maxim applies: the earlier, the better! On the one hand, because KSV1870 has a great track record in collecting debts when it is assigned outstanding accounts immediately after they become due. On the other hand, because your receivables lose value quickly.

Every time a debtor settles up out of court, we are able to side step the course of action usually taken in the market: with us, you always come first. The credited amounts are immediately reconciled against your receivables. Only then do we set about ensuring that our costs are covered.

We handle a receivables volume of over 200 million euros every year. You, too, can benefit from the services provided by Austria's best known debt collector.



## → tip

Make sure you send reminders on a regular basis and be consistent – two reminders at short intervals – and follow up on your reminders with a telephone call!

## DEBT COLLECTION IN AUSTRIA

### The best bill is a paid bill!

- 85% of all cases are resolved out of court, resulting in an average success rate of 85%.
- Long-standing experience and professional integrity.
- Our debt collection specialists attend to you personally.
- Debtors pay up quickly in fear of jeopardising their credit standing.
- The sequence of entries in our accounts: capital, interest, costs.
- Personalised approach adapted to the debtor's circumstances.
- OnlineDebtCollection: online mandate for debt collection, current status of the mandate, statistics, and lots more.

## INTERNATIONAL DEBT COLLECTION

### Your national partner with an international team

In Germany, Italy, Switzerland, Poland, Hungary, Romania and in any other country of Central and Eastern Europe – with KSV1870, your unpaid bills are in good hands even if they involve international payments. We are your qualified contact in Austria who keeps you informed on all new developments. Our team of native speakers with many years of experience in debt collection is ready to serve you. We are perfectly familiar with the mentality and laws in the various debtor countries.

### Are you sure you want to pay all that?

Unpaid accounts cost additional organisational effort as well as nerves and time. Most of all, however, they cost money! If unpaid for a lengthy period of time, even small receivables can cause considerable losses. Then there is the risk: the longer an invoice remains unpaid, the greater the likelihood becomes that it will not be paid at all.

Accounts receivable are more expensive than one might think.

Entrust us with your unpaid invoices. Use the debt collection services of KSV1870

- to reduce the work and costs your accounts receivable management incurs;
- to improve your liquidity by reducing your accounts receivable;
- to ensure a success rate that lies clearly above the industry average.



### → tip

Don't wait any longer! The recoverability of outstanding accounts declines, the longer you wait before you set out to collect your debts.

### For example:

If your accounts receivable amount to

EUR **100.000,-**

**60** days and your customers delay payment of their invoices for

it costs you EUR **1.500,-**

A debtor will think carefully before deciding not to react to any action KSV1870 takes. Should a debtor fail to heed our debt collection action, the case is recorded in the credit rating database of KSV1870 Information GmbH. And who really wants to see their good credit standing impaired?

You have an unpaid receivable and would like this outstanding amount to be paid as soon as possible?

KSV1870 recommends you take legal action?

Your debtor is unable to settle the account even after you take legal action and the debtor's property has been garnished?

Legal action would not pay off?

You are a KSV1870 member and would like to mandate us with the collection of an outstanding invoice?

You would like to submit an invoice for debt collection, but are not a KSV1870 member?



Whenever we are mandated to recover debts from private individuals, we contact the debtors in the evening and on Saturdays.

You would like to give your reminders more weight without irritating your customers?

You would like to concentrate on your core business instead of having to grapple with payment issues?

Your customer is not paying up. You would like to avoid taking legal action?

## DEBT RECOVERY

### The name KSV1870 works miracles with debtors.

#### → Out-of-court debt collection

The action taken by KSV1870 is an effective way to recover outstanding accounts.

#### → Debt collection in court

After a detailed review, KSV1870 will support you throughout the legal proceedings.

#### → Doubtful debt recovery

KSV1870 collects outstanding accounts until they are time-barred (30 years).

#### → Debt monitoring

KSV1870 keeps an eye on your debtor and applies itself to collecting the account receivable until it becomes time-barred (3 years).

#### → Member vouchers

Members with vouchers get to enjoy more favourable terms.

#### → KSV1870 debt collection

We also collect debts for non-members.

## DEBT COLLECTION SERVICES

### Aside from traditional debt recovery, we also offer other debt collection services.

#### → ReminderService

The name KSV1870 works!

#### → DebtorService

You issue the invoice, we monitor the incoming payments for you.

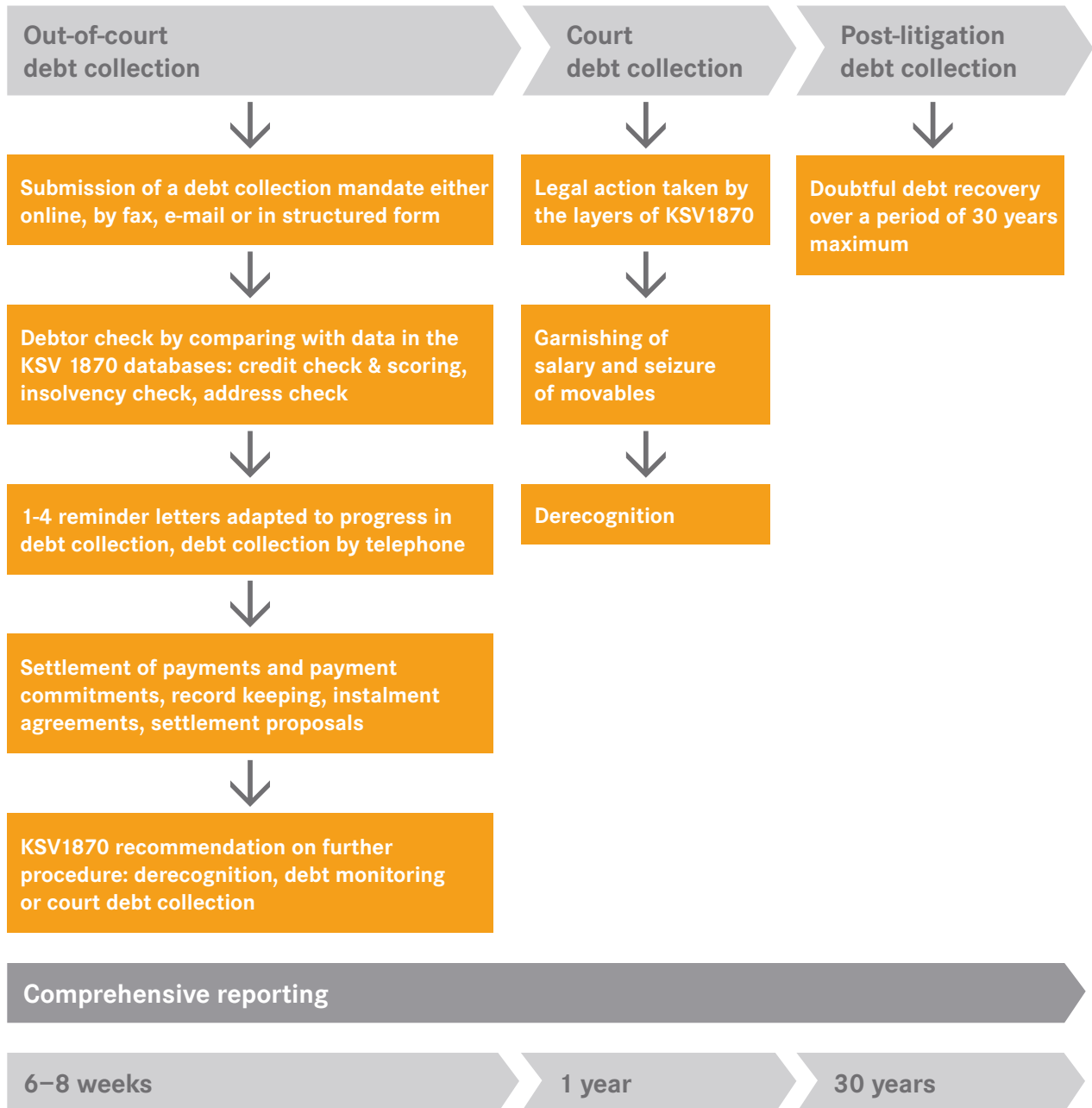
#### → InstalmentService

A great solution for individual situations.

## This is how you get your money back

Accounts receivable are a burden on your finances and your liquidity, causing your business to incur a loss.

By taking the steps below, we turn your accounts receivable into money:



## PAYMENT RECORD

**After all, it's your money that's on the line!**

Is there any business manager who has not experienced the following situation? An invoice is overdue. You hesitate to take the first step of debt collection so as not to put off your customer. A few days more or less, what difference does it make? Even if several days turn into weeks, you are sure the customer has a plausible explanation.

This widespread tendency to procrastinate when it comes to recovering debts has two drawbacks: nearly 80 % (!) of all delinquencies involve regular customers. And: 45 % of the commercial debtors in default do not pay up because they have decided not to.

There are many reasons for this. But they can never be good enough to leave you with stranded with unpaid bills.

As Austria's best known debt collector, KSV1870 is your contact for all matters regarding debt collection.



### → tip

We are happy to give you advice, even if a debtor should become insolvent while legal proceedings are ongoing!

**As reported by a recent study on payment records, the following reasons are given by retail and corporate customers:**

**60 %**

temporary liquidity squeeze

**41 %**

intentional

**43 %**

poor organisation

**27 %**

over-indebted

**9 %**

contest the claim

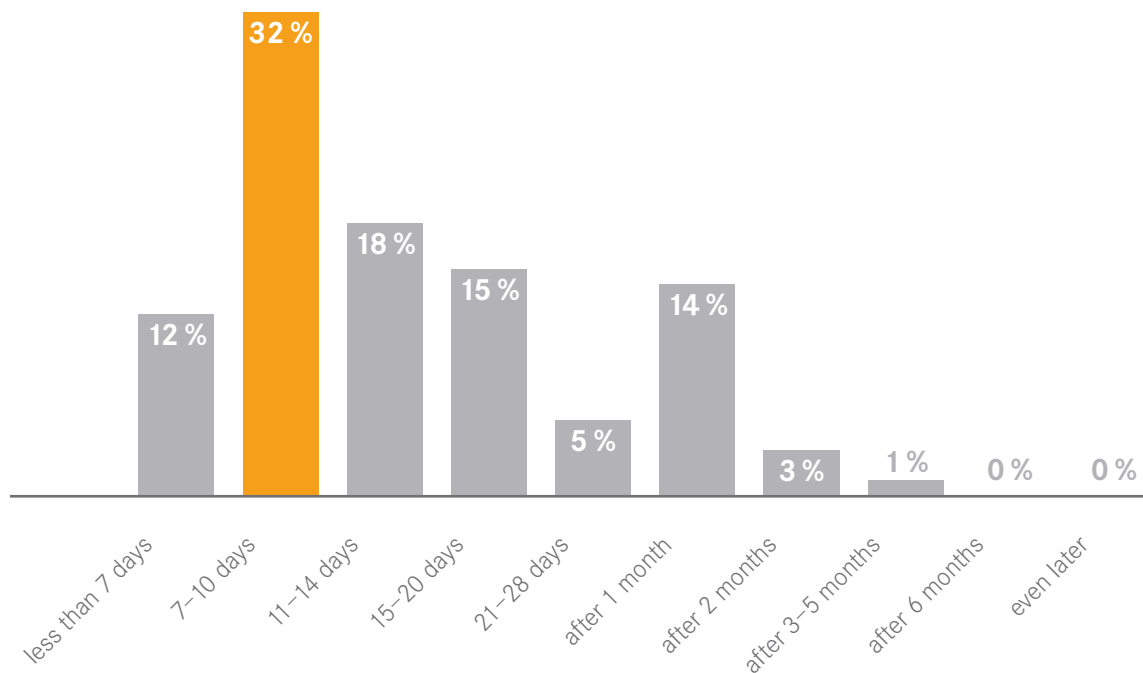


### An efficient reminder system pays off

By European standards, the payment record of Austrian businesses has been excellent for many years. Why is that? Because businesses in Austria abide by a tight and efficient reminder policy. As soon as an invoice remains unpaid, 40 percent of all businesses pull the emergency brake after 10 days at the most– they send the first reminder.

The experts of KSV1870 are happy to take over whenever a business is unsuccessful with its own reminder scheme. The more recent the account receivable at this point in time is, the sooner payment will be obtained. Our services help to minimise any loss of receivables and strengthen your liquidity. The name KSV1870 works wonders with debtors.

### Time period after which the 1st reminder is sent once an invoice becomes due.



## TIPS FOR YOUR DEBTOR MANAGEMENT

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- 1 Foresight is better than hindsight!**

Check your customers' credit standing each time you do business with them.
- 2 Paper is not only patient but absolutely crucial!**

In your interest, always make sure that your business deals as well as any terms and conditions are formulated in writing and confirmed.
- 3 Pay close attention particularly to the small print!**

Draw up terms and conditions for your business and make sure your customers read them and confirm them with their signature.
- 4 Call a spade a spade!**

Collect all your debtor's details: name, address, date of birth, telephone number, mobile number and e-mail address.
- 5 Time is your money!**

Issue an invoice as soon as you have delivered your goods or services.
- 6 Trust is good, caution is better.**

Only agree to the change to the addressee if the previous addressee accepts continued liability for the payment of the invoice in writing.
- 7 Do not procrastinate!**

If your customer fails to honour a payment deadline, send a reminder immediately and grant your customer a one-week grace period.
- 8 The faster, the more successful!**

If your reminders fail to bring about the desired effect, hand over your accounts receivable to the debt collector specialist KSV1870 immediately.
- 9 Sometimes the unexpected happens!**

If you have an enforceable judgment against one of your debtors, make use of our doubtful debt recovery services.
- 10 Let us be your ray of hope!**

The professional handling of debtors is our daily bread. Don't hesitate to use the collection services of KSV1870 for all matters relating to payment delays.



DO YOU HAVE ANY QUESTIONS?

**Give us a call – we will be  
happy to advise you!**

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