



Commercial Collections and Receivables Outsourcing

 **EULER HERMES**
UMA

A company of Allianz 

Commercial Collections –

An Integral Component
of Credit Management Excellence



Entrust your collections to Euler Hermes UMA

As finance and credit professionals know, using commercial collection services is about safeguarding your assets. Through proactive collection of slow and past due accounts you can lower your DSO, improve cash flow, reduce reliance on external sources of capital and enhance the bottom line.

Value of early placement:

- Research clearly demonstrates the later the engagement of a collections professional the less likelihood of a good outcome.
- An established early placement policy removes the burden of past due follow-up from your in-house credit staff and allows your partner to maximize collections success for you.

Value of establishing a marketplace reputation:

- Early placement policies and systematic pursuit of slow and non-payers tells customers that your company is serious about collecting the monies due for goods or services provided.



Value of working with a commercial collection professional:

- Collections is a specialized role which requires training, certain unique traits and excellent communication skills. Internal staff are typically not trained for this specialization.
- Free up internal staff to focus on the credit function – it's likely what they do best and therefore a more profitable use of their time.
- Eliminate the costs associated with in-house collection efforts by employing a specialist.
- Collection specialists typically work on a contingency fee arrangement, so there is no cost to you in the absence of success.

The importance of finding the right partner:

Outsourcing of your commercial collections, whether in whole or in part, is an important business decision. Results, customer service, communication, capabilities and trust are important considerations. We are confident Euler Hermes UMA will not only meet your expectations in these areas, but will exceed them. We work in partnership with your pre-existing credit management function and processes. We like to think of ourselves as an extension of your credit management team - a one-stop shop for all your collection needs whether pre-collection soft call work, sustained 3rd party efforts, or right through the litigation process if required.



Why Use Euler Hermes UMA

Euler Hermes UMA has developed an excellent reputation within the U.S. credit granting community by providing businesses like yours with reliable, customer focused, results oriented collection services for more than nine decades.

Euler Hermes UMA is a trusted partner, providing a full range of receivables management services to a multitude of Fortune 500, mid-size and small businesses alike - from our Receivables Outsourcing Services that offer a lighter, pre-collection touch to our Adjustment and Forwarding Services designed to deal with your most troublesome accounts.

The benefits of partnering with Euler Hermes UMA include:

Results

Whether your cases are large or small, locally or internationally based, Euler Hermes UMA delivers results. Commercial collections is a people business and we routinely outperform the competition by recruiting and retaining the best people the industry has to offer.

Reporting

We understand how important it is for you to be kept fully informed of our collections progress. You'll receive thorough and timely progress reports in either electronic or hard copy formats; additionally you will have 24/7 online access to our collector notes; and be able to obtain tailored, computerized summaries of your assignments.

Online Services

Via our website you can place new claims, review collector notes, run a statistical review of your claims and gain access to a wide array of account status and database information. Additionally, you will have access to our proprietary debtor index, a comprehensive list of debtors we've pursued, who could become collection problems for you. This information is available exclusively to Euler Hermes UMA clients.

Customer Service

Customer First! - each and every Euler Hermes UMA team member is committed to excellence in customer service. While all of our collections specialists nationally are available to you as resources, every Euler Hermes UMA customer has a relationship manager close by for consultation, in addition to access to our dedicated client services department.

Global Coverage

Euler Hermes UMA's collection prowess knows no international boundaries. Through the combination of the geographic presence of the Euler Hermes Group and our network of the finest international counsel, we have successfully concluded collection problems in more than 150 countries around the globe.

Integrity/Ethics

Our concern with ethical standards in the collection of commercial accounts prompted us to be one of the founders of the Commercial Collection Agency Association of the Commercial Law League of America more than 35 years ago. Our seal as a certified member reinforces our continuing commitment to customer service and performance of our tasks with unbending integrity.

Longevity

Euler Hermes UMA has been serving the credit granting community since 1917, so we have demonstrated that we are here to stay. As a custodian of your funds, our stability and financial integrity are important to you.



A Comprehensive Range of Collection Services to Suit Your Needs

Because your business - and your customers' businesses - are all unique, Euler Hermes UMA offers a comprehensive range of receivables outsourcing and collection services. Through the combined efforts of our outsourcing staff and our in-house adjusters, Euler Hermes UMA makes every effort to speed your receivables and collect your accounts amicably.

Additionally we have field adjusters that are strategically located throughout the United States to make personal contact with debtors possible, if/when required.

RECEIVABLES OUTSOURCING

Our receivables outsourcing services are designed to speed receivables and prevent delinquencies before they happen. We know that for maximum effectiveness the design and combination of these services will vary widely from client to client. The process starts with a needs-based assessment, after which we will work closely with you to customize our receivables outsourcing services to make them as results-driven and cost-effective as possible.

FirstCall Program

Through FirstCall Euler Hermes UMA can act, in effect, as your credit department, taking over the routine duties of letters and soft phone calls to your past due customers. Letters go out on your corporate letterhead and phone calls are made in your company's name. Your customers will never

know they're not dealing with you. And you'll have the time to concentrate on your real priorities. You keep complete control because the program is custom-designed. Regular, detailed reports bring you up to date at a glance. And with our flexible fee structure, you're guaranteed maximum cost-effectiveness.

Pre-Collection Letter Series

Sometimes, a firm reminder is all it takes to get paid - and that is what Euler Hermes UMA's Pre-Collection Letter Series is all about. For a reasonable fee, we will send your debtor a customized series of letters. We'll say what you want to say either on your letterhead or that of Marvin, Kendrick, Trent & Associates (a division of Euler Hermes UMA). We'll send your slow paying accounts a polite, but unmistakable, message. And if you don't get the desired response, we can move on to more intensive collection procedures.

Customized Outsourcing

Euler Hermes UMA's Outsourcing Department will design pre-collection programs to meet your specific needs. Perhaps your need is a combination of low-key reminder letters followed by soft-calls, or regular and consistent phone contact over several months with a particular group of customers. Whatever your specific need, our outsourcing team will work with you to meet it. Flexibility is the key to success.



Investigative Reports

If an individual can't be found through conventional means, or if assets can't be located, put Euler Hermes UMA's Marvin, Kendrick, Trent & Associates division to work. This team will track down the proprietors, partners and guarantors responsible for payment. This combination skip trace and asset search service will:

- Locate individuals who have skipped
- Research assets to help determine the potential for collection
- Provide a customized report detailing your debtor's assets and liabilities

COLLECTION SERVICES

Free Demand Service

At your request we'll send your debtor an effective, time-tested letter on our letterhead. And we'll do it FREE. We'll demand payment, stating simply and plainly that the account has been placed for collection. When that demand comes from Euler Hermes UMA, it's often enough to prompt immediate action. Unlike similar services at other agencies, our Free Demand is a letter we draft - not a form you fill out or a carbon copy of the claim form you send us. If your debtor pays and you notify us within ten days of the initiation of Free Demand, you pay us nothing. If your debtor does not, we automatically proceed to either Direct or Personal Adjustment Service.

Direct Service

For smaller balances, there's no more successful or cost-effective collection procedure than Euler Hermes UMA's Direct Service - an intensive series of phone calls, emails, faxes and letters designed to get action fast. Our fees for Direct Service are completely contingent. That means if you don't get paid, we don't get paid - so you know your claims will command our full attention.

Personal Adjustment Service

Personal Adjustment is our primary collection procedure - and it's called Personal because each claim is pursued with a personal commitment unmatched anywhere else. Your debtors will know what that means within 24 hours. We make initial contact in just one day - then we follow up with a thorough investigation of every debtor's finances. We'll keep you informed of every step that we take. You'll receive fully detailed, individualized progress reports. And, where the case specifics merit, we won't hesitate to confront your debtors in person. We've found that nothing gets results like a knock on the door. That's why we maintain our own staff of highly experienced field adjusters in every part of the country, ready to seek out and demand the money that's owed to your company. That's what Personal Adjustment is all about. And at Euler Hermes UMA, it's not something you have to request specifically. On the contrary, it's part of our regular collection procedure.

Legal and International Services

Euler Hermes UMA has formed close working relationships with the field's leading attorneys around the globe. No matter where your debtors are located, no matter what language they speak, we know how to get your money.

Forwarding Service

As a last resort only - after we've proven nothing else will work - our Forwarding Department will direct your claim to an expert bonded attorney in your debtor's jurisdiction. No matter how tough the case, we'll see you miss no chance of getting paid. We've formed close working relationships with the field's leading attorneys in every part of the world. With the volume of claims we refer every day, we command their best terms and performance. Our Forwarding specialists invest the time and the skill to actively manage every claim. That's essential because civil procedures can be a complex maze of rules and deadlines - different in every state - where just one misstep will destroy your whole case. We provide your attorney with the clear and concise data he or she needs to win judgment fast. We assess their strategy, we keep things on track - and we follow up every step of the way, no matter how long it takes. Once we forward a claim, it's a load off your mind. But you stay completely in charge. Although we select your attorney, he or she remains yours - and no suit will be filed, no expense incurred, no settlement made without your express approval.

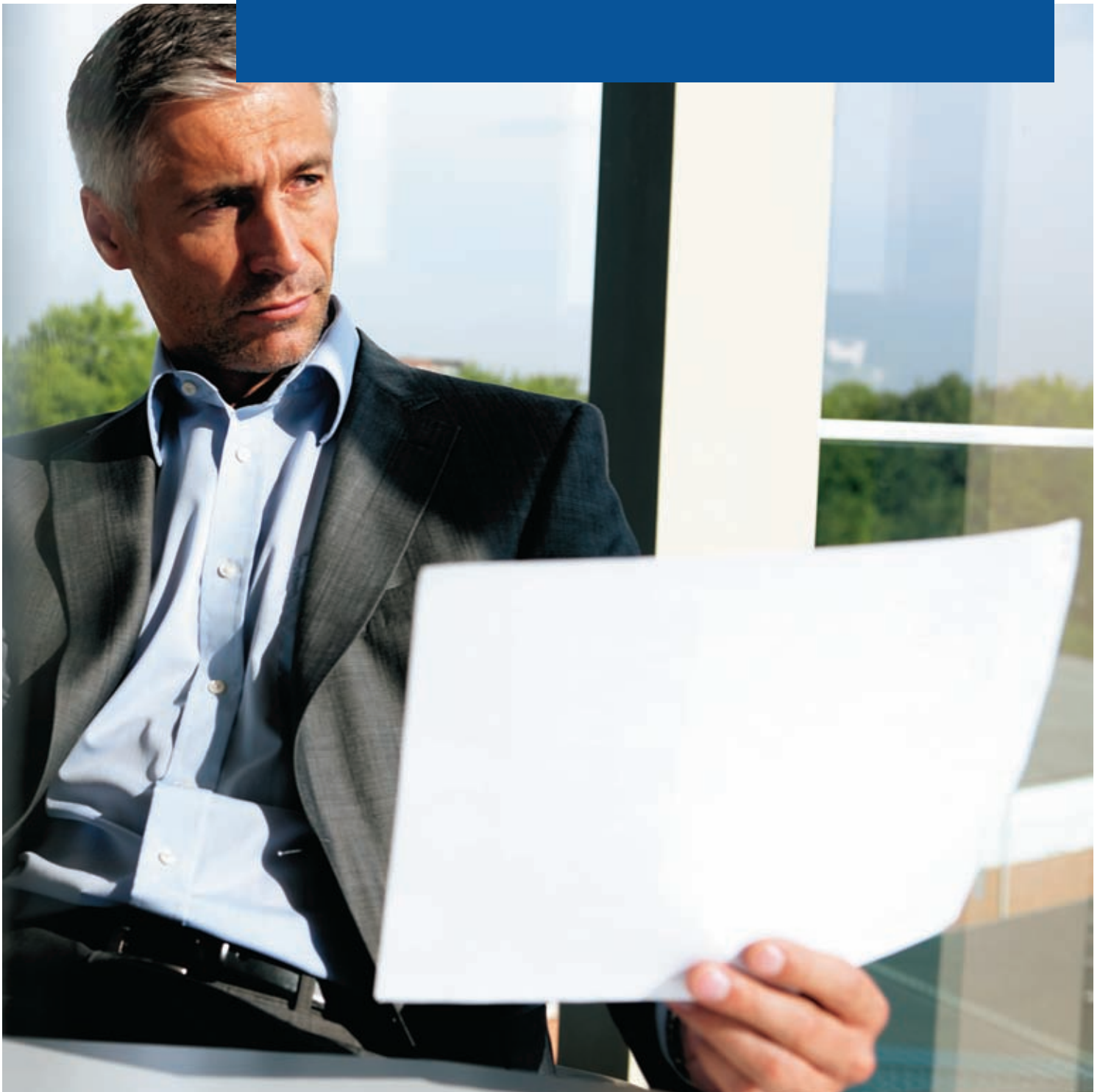
International

Euler Hermes UMA pioneered the field of international collections - our experience in this arena dates back more than 60 years. Today, our collection work extends into every continent except Antarctica. We know how to get your money, no matter what country or currency it's in.

Our staff members are highly skilled and knowledgeable in the laws and economics unique to foreign countries. They stay abreast of developments in the global marketplace, and have expertise in the utilization of personnel within the U.S. Embassies and Consulates abroad.

Learn more about how our collection services can assist your business.

Contact us at 800-237-9386





Euler Hermes:

A Leader in North America
and Around the World

We're located within close proximity to your underlying sources of risk

Around the corner or around the world, Euler Hermes has commercial collection and other receivable management services wherever you do business

Founded in 1917, Euler Hermes UMA is headquartered in Louisville, KY, and has an outstanding reputation in the US credit community developed over its more than nine decades in the industry. We offer a suite of receivables management services that include commercial third party collections, receivables outsourcing, and international collection services.

Euler Hermes UMA is the commercial collection arm of Euler Hermes ACI, North America's leading provider of trade credit insurance and accounts receivable management solutions. Incorporated in 1893, Euler Hermes ACI provides products and services for both domestic and export business-to-business trade transactions, protecting clients against commercial and political risk in more than 200 countries.



The combination of Euler Hermes ACI's credit risk management expertise and Euler Hermes UMA's collections capabilities provides an impeccable level of service and protection to all of our clients.

And with well established operations in the United States, Canada, and the Latin American markets of Mexico, Brazil, Argentina and Colombia, Euler Hermes ACI and its subsidiaries are strategically located within close proximity to the underlying sources of risk to your business.

Euler Hermes ACI is owned by Paris-based Euler Hermes, the world's leading trade credit insurer and a company of Allianz, a global leader in the insurance industry. Through its network of market-leading subsidiaries, Euler Hermes' local presence spans across more than 50 countries and five continents.

From the largest multinational corporation to a locally run family business, whether you require assistance with your commercial collections needs, the risk mitigation services provided by trade credit insurance, or both, you can turn to Euler Hermes - the leading provider of business-to-business accounts receivable management services in North America.

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