



# International Debt Collection

## **International goals require international solutions**

It does not matter how many languages your debtors speak – with our help, you will only need one. You may have a lot of customers in different countries abroad with increasingly outstanding payments. But language barriers, cultural differences, different laws and geographical distance should not become a challenge you have to face. With EOS, handing over a receivable to your local contact person, it is easy – no matter if it is a foreign or a local one. With us you have just one contact person for the whole complex area of international receivables management.

Combining global quality standards with local and individual collection processes, we guarantee you the best possible results worldwide.

---

## **EOS Group**

EOS, one of the leading financial services companies in the world, has provided debt collection services since 1974. At present, over 60 EOS-owned businesses operate in 26 countries for providing services to more than 20,000 clients. Over 7,500 employees worldwide work for the EOS Group.

---

## **Cross-border solution**

The debt collection process is handled by our partners locally. In this way we guarantee legal expertise while respecting local mentalities. You have just one contact person in your home country, who manages the whole complex area of international receivables management for you. Via your trusted and familiar contact you can benefit directly from our extensive experience and local know-how. Just let your international business grow and prosper! We will take care of its receivables management – anywhere in the world.

## **Solution for Shared Service Centers (SSC)**

You have a central entity for the handling of group-wide collections and look for a partner that supports your complex processes and improve your collection results?

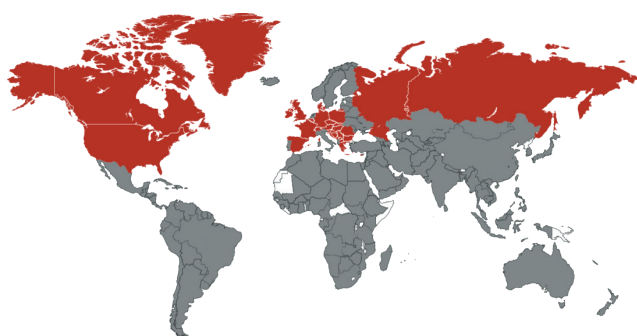
EOS offers you a customised and highly automated solution for your domestic and cross-border debt collection worldwide. Global process harmonization and transparency are in focus. Your Shared Service Center will have visibility and control over the entire collection processes and results on group level.

# Think global - act local

## Worldwide partner network

We have an extensive network of partners in over 180 countries that is characterised by the following criteria:

- **competent partners** – EOS' own national companies, well-known debt collection firms and selected lawyers act locally
- **common perception** – Our partners act in accordance with our values and follow our code of conduct
- **permanent quality control** – We guarantee expertise, rapid processing and cost optimisation around the world
- **reliable reporting** – Our partners report on the current stage of proceedings promptly, regularly and without being asked.



- EOS locations
- EOS partner locations

## EOS Global Collection: Innovative technology

EOS developed an international IT platform that optimises global workflows by regulating automated case transfers between partners all around the world. The platform ensures direct, transparent and real-time communication. Whenever you need an update on the progress of your international cases, just access the platform and you will find the requested status information with full data security.

## We set global quality standards

High quality worldwide is our top priority. All of our partners must meet our quality requirements and follow our code of conduct.

The debt collection process is handled by our partners locally. In this way we guarantee legal expertise while respecting local mentalities, and you benefit directly from our extensive experience and local know-how.

## What you can rely on:

- fast and efficient collection worldwide
- friendly and legally sound approach to defaulting customers
- higher success rate due to local collection
- one contact person for the whole area of international receivables management.

## EOS Holding GmbH

Steindamm 71  
20099 Hamburg  
Germany  
[crossborder@eos-solutions.com](mailto:crossborder@eos-solutions.com)

[www.eos-globalcollection.com](http://www.eos-globalcollection.com)