



International Debt Collection

Debt collection services all over the world

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 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.

Cross-border solution

The debt collection process is handled by our experts 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.

If you have a central entity for the handling of group-wide collections EOS offers you a customised and highly automated solution for your debt collection worldwide. Global process harmonization and transparency are in focus. You can have visibility and control over the entire collection processes and results on group level.

EOS Group

The EOS Group is a leading technology-driven investor and service provider in the receivables management industry. With over 45 years of experience, EOS offers some 20,000 customers in 24 countries around the world smart services for all their receivables management needs. Its key target sectors are banking, utilities, real estate and e-commerce. EOS employs more than 6,000 people and is part of the Otto Group, a German mail order company and one of the world's biggest e-commerce companies.

What you can rely on

- fast, pre-legal and therefore cost-effective collection worldwide
- friendly and legally sound approach to your defaulting customers
- higher success rates due to regional know-how and consideration of country-specific customs
- litigation with experienced and specialised lawyers
- transparent and fast proceedings due to innovative technology.

Globally connected NPL expert

Over the past years, EOS has significantly invested in the European NPL market by purchasing debt portfolios. EOS has extensive expertise and aims at further increasing its capacities as a globally connected investor.

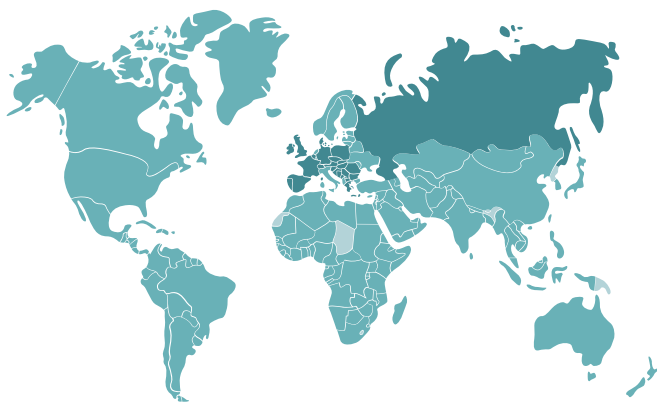


We set global quality standards

We have an extensive network of partners in over 180 countries. High quality worldwide is our top priority. All of our partners must meet our quality requirements and follow our code of conduct. Our experts have regional know-how for commercial and consumer debts. We can support you with all sorts of collection services to ensure that outstanding invoices can be settled no matter where defaulting payers are located.

Innovative technology

EOS developed an international IT platform, EOS Global Collection, that optimises global workflows by regulating automated case transfers between partners all around the world. EOS Global Collection 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.



- EOS locations
- EOS partner locations

Worldwide partner network

- **competent partners** – EOS' own national companies, well-known debt collection firms and reputable 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

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