

**QUESTIONNAIRE** TQ UKI 07/18

Please complete **all** sections using BLOCK CAPITALS and continue on a separate sheet if required.

**As this Questionnaire forms part of the contract that is issued please do not leave any questions unanswered.**

Once you have completed this form please send to:

Client Services, Coface, Egale 1, 80 St Albans Road, Watford, WD17 1RP

Telephone: 0800 085 6848 Fax: +44(0)1923 659094 Email: [clientservices@coface.com](mailto:clientservices@coface.com)

**1 GENERAL INFORMATION**

1.1	Company name	
1.2	Registered address	
	Postcode	
1.3	Trading address for all correspondence (if different from above)	
	Postcode	
	Telephone number	
	Fax number	
1.4	Company registration number	
	VAT number	
1.5	Primary contact name	
	Position within company	
	Telephone number	
	Email address	
	Contact for receipt of Credit Decisions (if different to primary contact)	
	Position within company	
	Telephone number	
	Email address. Please provide a distribution email address as an alternative	
	Contact for receipt of invoices (if different to primary contact)	
	Position within company	
	Telephone number	
	Email address. Please provide a distribution email address as an alternative	
1.6	Number of employees	

<p>1.7 If you wish us to consider adding a subsidiary or associate company to your contract, please provide details</p> <p>Please confirm the trading address for each company, if different to 1.3</p>	Company name 1:
	Company registration number:
	Company name 2:
	Company registration number:
	Company 1:
	Company 2:

**Note.** Please note that you should include these companies when completing the remainder of this questionnaire.

<p>1.8 Is this company part of a group?</p> <p>Please provide details of the main/parent company.</p>	Yes	No
	Company Name	
	Registration Number	
	Country	
<p>1.9 Have you ever had a credit insurance policy cancelled or renewal refused by an insurer? If yes, please give details.</p>	Yes	Details
	No	
<p>1.10 Do you currently have any credit insurance, factoring, invoice discounting or trade finance facilities? If yes, please give details. If no, you must notify us if you take out factoring, invoice discounting or trade finance facilities.</p>	Yes	Details
	No	

## 2 NATURE OF BUSINESS

2.1 Type of good/services sold (please provide a detailed description of your trade)			
2.2 To what trade sectors are they sold?			
2.3 Please state the currency in which this form is completed. This will be the currency that your policy will be issued in.			
2.4 What is your estimated insurable activity for the next 12 months?	Turnover	Outstanding	Credit Limits
	Domestic:		
	Export:		
	Total:		

**Note:** Insurable activity figures should exclude: cash sales, VAT, sales to associated and subsidiary companies, public authorities, government departments and nationalised undertakings.



5.3 Please give the number of debtors, by size of debt, and indicate the total amount outstanding for each category:

Outstanding balances as at      /      /       
(dd / mm / yyyy)

DEBT	DOMESTIC		EXPORT		TOTALS	
	No of accounts	Total O/S	No of accounts	Total O/S	No of accounts	Total O/S
Less than 1,000						
1,001 - 2,500						
2,501 - 5,000						
5,001 - 10,000						
10,001 - 25,000						
25,001 - 50,000						
50,001 - 100,000						
100,001 - 250,000						
250,001 - 500,000						
500,000 - 1,000,000						
Greater than 1,000,000						
<b>TOTAL</b>						

## 6 RETENTION OF TITLE

6.1 Do you always act in the capacity of contractual principal, i.e. a party to the contract who is legally entitled to take recovery action?

Yes      No

If no, please confirm in what capacity you act and in what circumstances:

*Note: You are required, where applicable, to take all practicable measures to exercise your Retention of Title clause in every case.*

6.2 (a) Do you have an 'all monies' retention of title clause in your terms and conditions of sale?

Yes      No

6.2 (b) Do you incorporate those conditions into every contract of sale with your customer?

Yes      No

If you have answered no to 6.2 (a) or 6.2 (b), explain why

Do you have customers in Germany, Belgium or The Netherlands?

Yes      No

*Note: If you have answered yes to 6.2 (b) please note that Coface is only prepared to insure risk of non-payment of debts under contracts into which your retention of title clause has been incorporated.*

*If you have answered yes to 6.2(b) please note that it is a condition of our cover that your sales contract shall include a basic retention of title cover and its extended forms, namely processing extension and assignment in accordance with the laws of your customer's country.*

6.3 IDENTIFICATION  
Please confirm by what means you would be able to identify goods supplied to your customer as your goods (e.g. bar codes, packaging, serial numbers)

6.4 Do you have any customers with whom you are trading on their terms and conditions or other terms different to your standard terms and conditions?

Yes      No

If you have answered yes, please provide full details:

## 7 CREDIT CONTROL PROCEDURES

<p>7.1 Is your credit control (both domestic and export functions) centralised at your trading address? If not, please provide details</p>	
<p>7.2 How often do you produce an aged debt listing? Please provide a copy from a recent aged debt list showing the totals outstanding.</p>	Attached
<p>7.3 What are your normal contractual terms of payment? Please be specific i.e. 30 days from invoice date, 30 days from end of month etc.</p>	
<p>7.4 Do you offer extended terms of payment to any customers? If yes, please specify the extended terms offered and list customers involved</p>	Yes      No
<p>7.5 What is your estimated annual turnover on extended terms of payment?</p>	
<p>7.6 What proof of delivery/completion of a service do you obtain?</p>	
<p>7.7 Under what circumstances do you not obtain the relevant proof of delivery/completion of a service?</p>	
<p>7.8 How many days after the goods are delivered or services performed do you issue the invoice?</p>	
<p>7.9 On new accounts, when and how do you obtain proof of a customer's identity?</p>	
<p>7.10 Do you use report agencies, bank reports or any other type of formal credit management investigation? If so, please provide full details</p>	Yes      No
<p>7.11 Are customers' orders obtained verbally or in writing? If verbally please confirm whether you issue written acceptance.</p>	
<p>7.12 What action do you take if a customer's order will exceed the agreed credit limit?</p>	
<p>7.13 How often are customers' credit limits reviewed?</p>	

## 8 COLLECTION PROCEDURES

8.1	Do you contact your customers before the due date to remind them that payment is due?  If so, how many days in advance?	Yes	No
8.2	What do you classify as an overdue account? (e.g. 60 days past due date, etc)		
8.3	What action do you take if an account is overdue? (a) On receipt of an order?		
	(b) Prior to delivery of an order?		
8.4	How often are overdue accounts reviewed?		
8.5	How many days after the due date do you chase your customers?		
8.6	How is this done?		
8.7	If payment is not received, what procedures do you then follow?		
8.8	At what point do you put an account on 'stop'?		
8.9	How are all departments in your business made aware that an account is on 'stop'?		
8.10	Do you use any collection agencies/solicitors? If so, please provide full details	Yes	No

## 9 OVERDUE ACCOUNTS

9. Please give details of any accounts (i) which are causing concern, (ii) where legal/collection action has been commenced, or (iii) are more than 60 days past due date:

Company name, address and registration number	Amount outstanding	Original due date	Action taken to date



## DATA PROTECTION NOTICE

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The privacy policy sets out the basis on which any personal data we collect from you or that you provide to us, will be processed by us for regulatory purposes and for the needs of credit assessment, credit management, credit insurance, reinsurance, information, debt collection, marketing and prospecting and financing activities.

The full privacy notice is available on our website: <http://www.cofaceuk.com/About-Coface/Coface-in-the-UK-Ireland/Data-Protection>

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EGALE 1 - 80 ST ALBANS ROAD - WATFORD - HERTFORDSHIRE - WD17 1RP  
T: 0800 085 6848 - F: +44 (0)1923 659094  
Email: [clientservices@coface.com](mailto:clientservices@coface.com)  
[www.cofaceuk.com](http://www.cofaceuk.com)

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