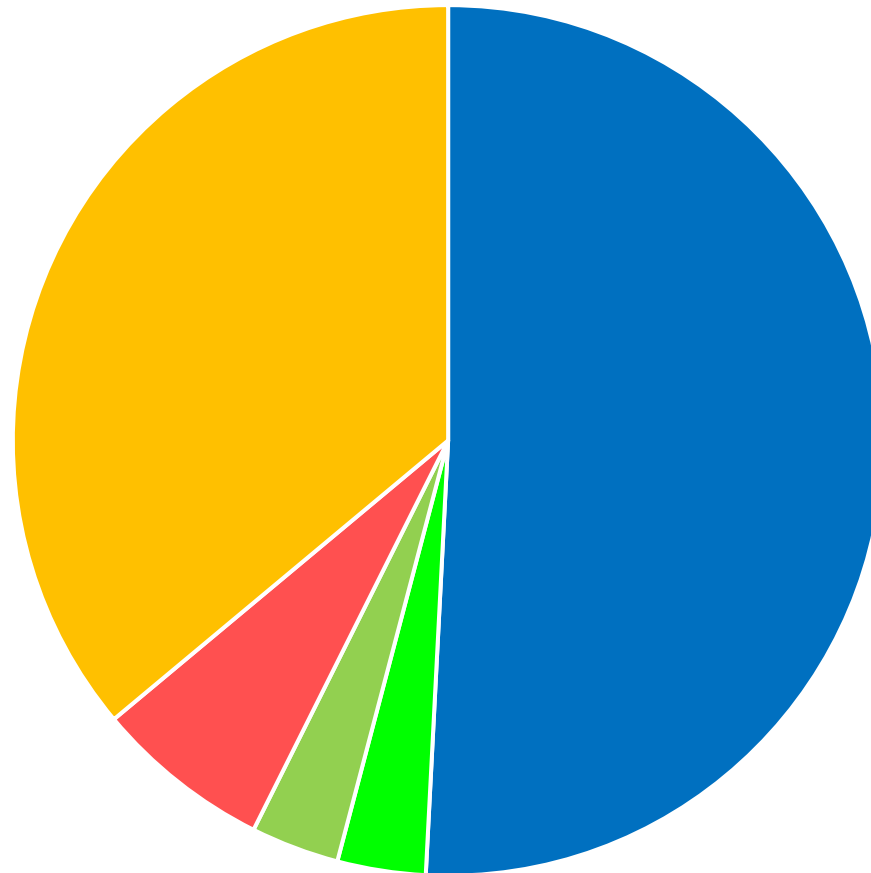
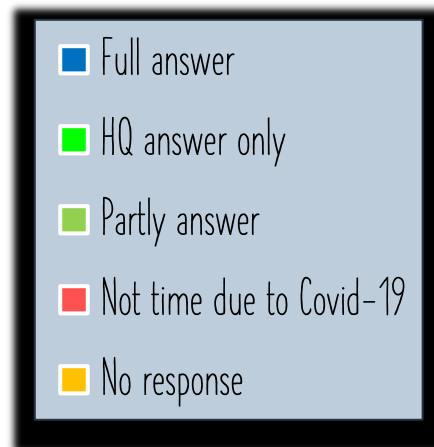
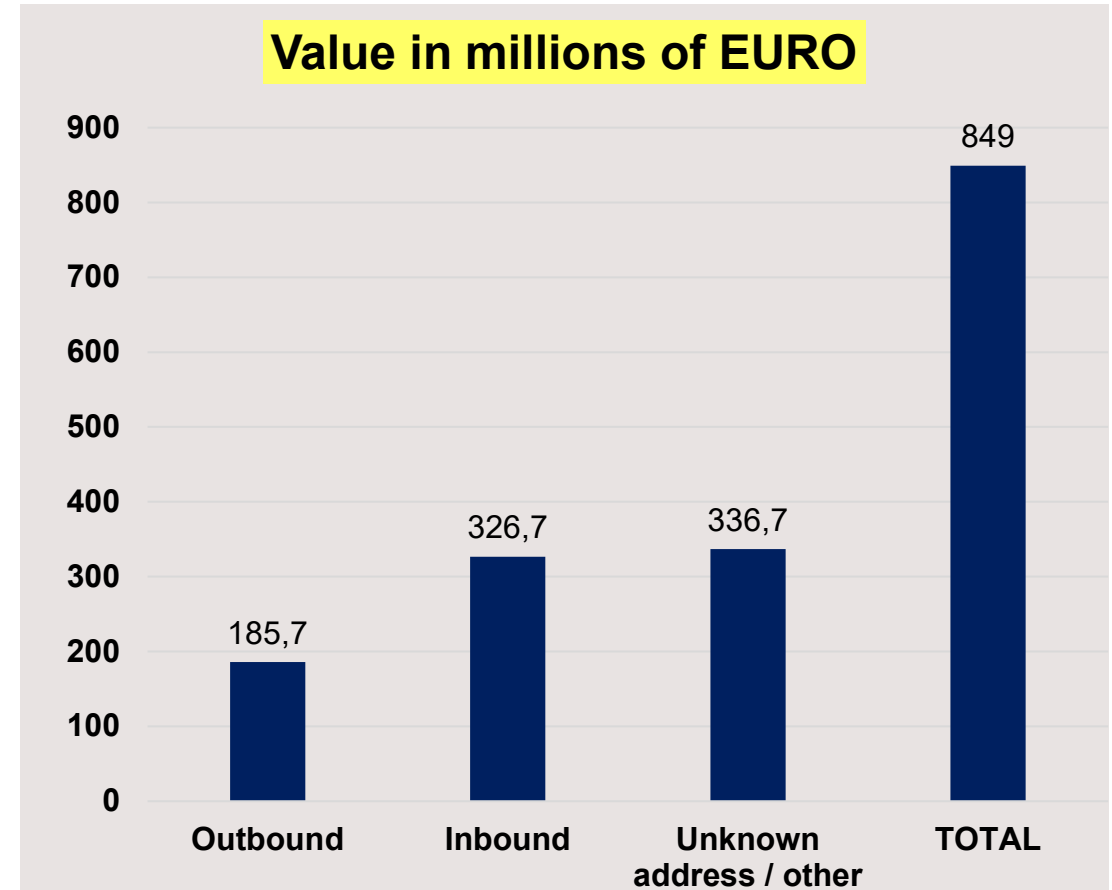
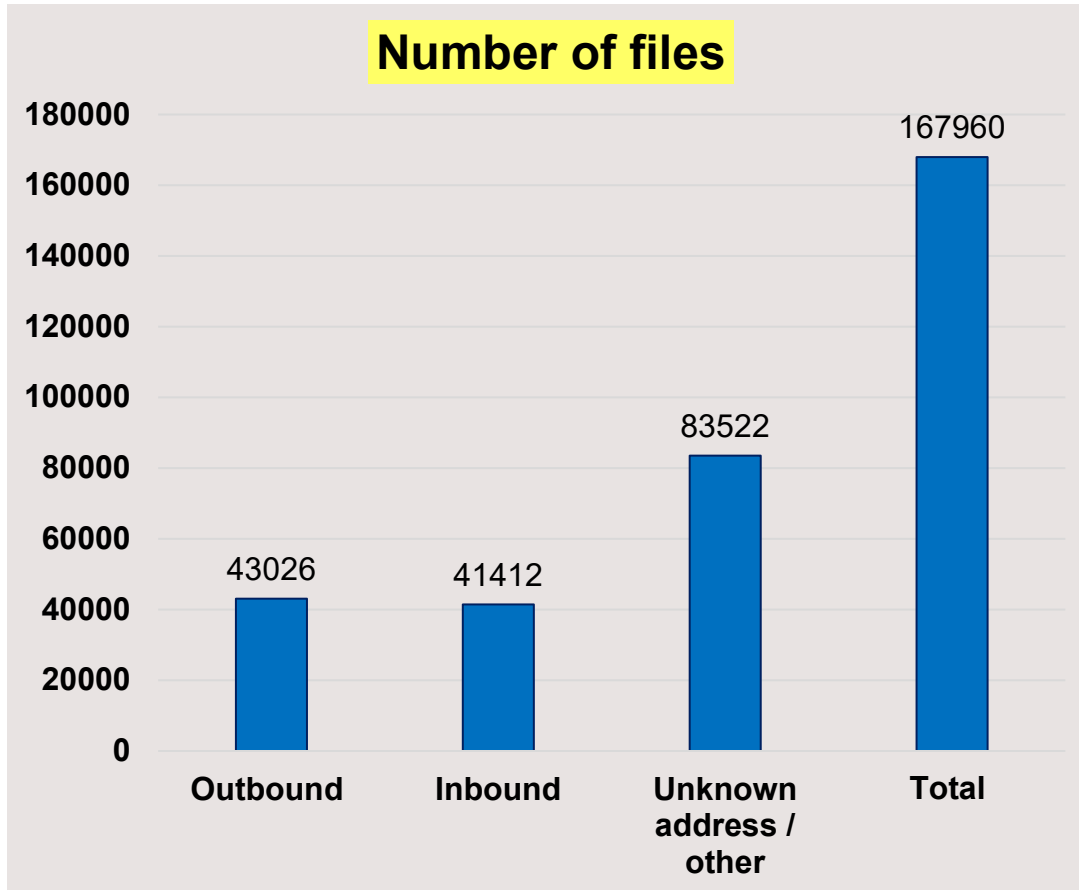


LIC Data Survey Summary

Percentage of responses

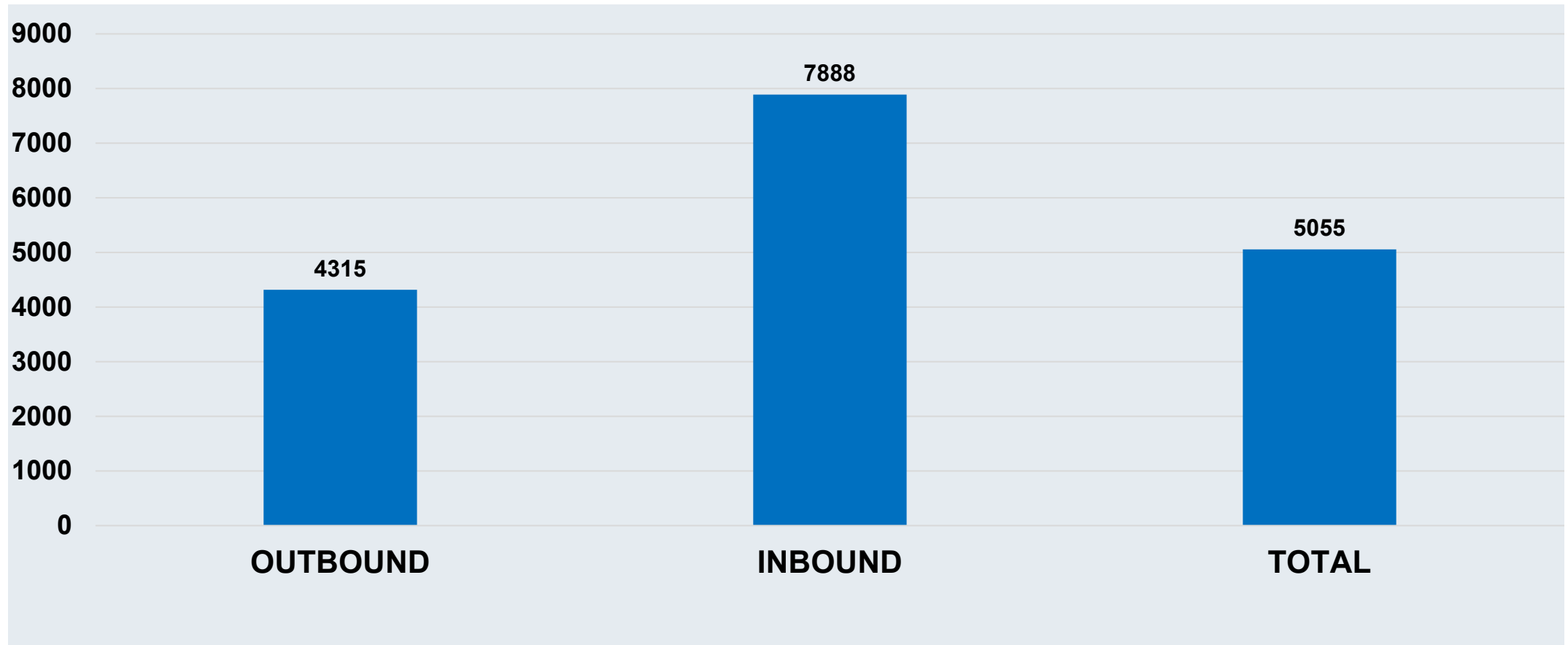


Respondents report a total of 168 000 cases with value of 849 MEUR

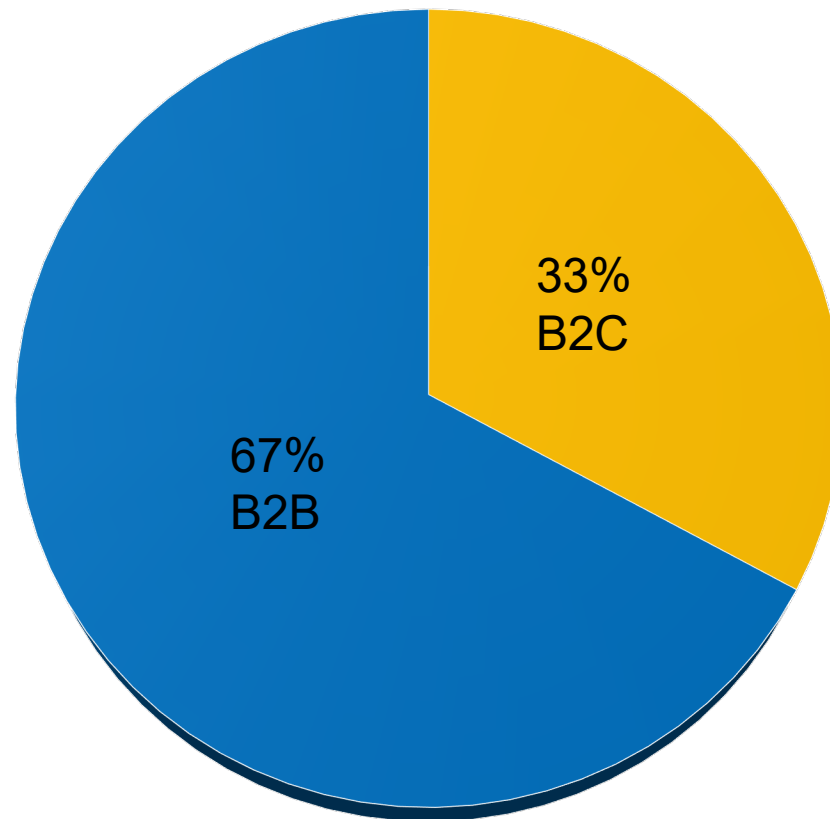


NB! Our branch has increased challenges to find debtors new address..

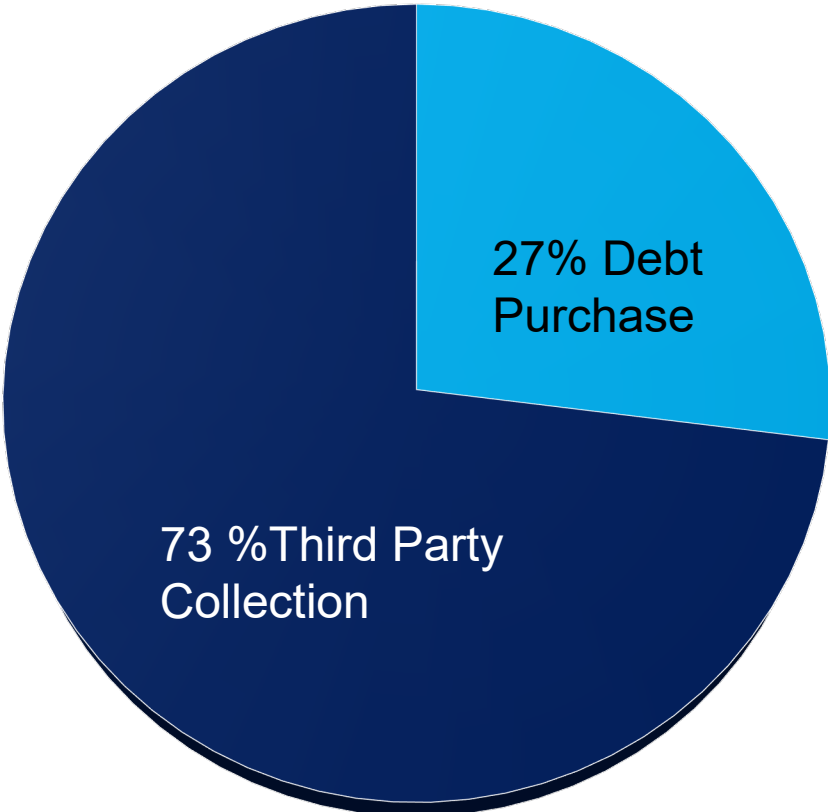
The average size of claim per channel (in Euro)



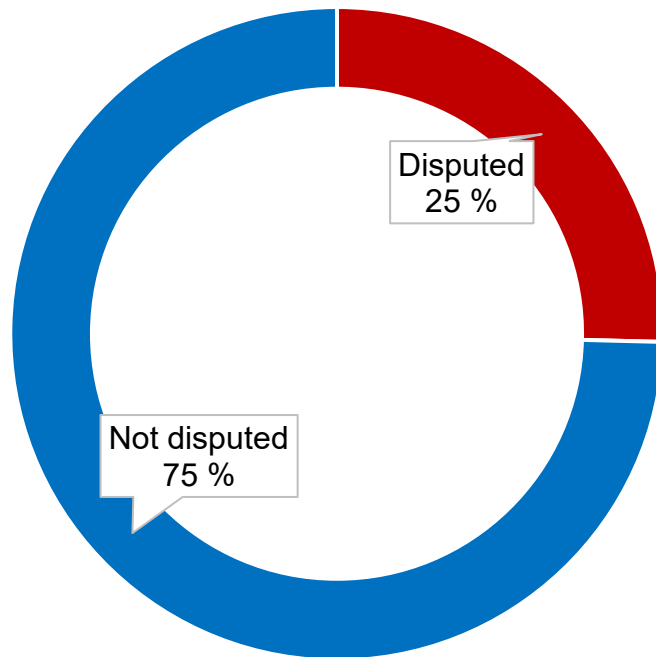
Respondents report following split between B2C / B2B



Respondents report following split between 3PC and DP



Share of dispute



■ Disputed ■ Not disputed

- Please keep in mind that the definition varies widely from country to country.
- In some countries (for instance in Sweden), debtor don't need to give any reason for why they dispute.
- In other countries (for instance in Norway), debt collector has the right to ask for and get a reason for the dispute.

Respondents number of FTE's working in debt collection:

In total:

2 115 employees

Average per company:

49 employees

Which country is most important to respondents that LIC expand to / get new members in?

- 5 members want LIC to get members in **China** (incl. Hong Kong).
 - Remark from LIC board: LIC have since February 2020 got Ningbo Esteem Consulting Co. Ltd. in China as member
- Following countries got 2 «votes» each: **Canada, France and Russia**.
 - Remark from LIC board: LIC have 2 existing members in Canada, 2 in France and one member that cover Russia. Please look at www.lic-international.com/lic-members/ for more information.
- 15 other countries or regions of the world got one «vote» each

LIC board comment: We will use this feedback to search for new members in several of the in total 18 different countries and regions of the world.

Summary:

Through your LIC membership, you have a unique opportunity to get portions of the 168,000 collection cases reported by those who answered our LIC Data Survey.

849 million Euro to collect is reported. Overall for all members it is not unlikely to be twice as much..

The best way to build networks and trust among other members is to attend our next General Assembly June 17-19, 2021 in Vienna.

Book the dates already now!



LIC wishes everyone a relaxing and Covid-19 free summer holiday