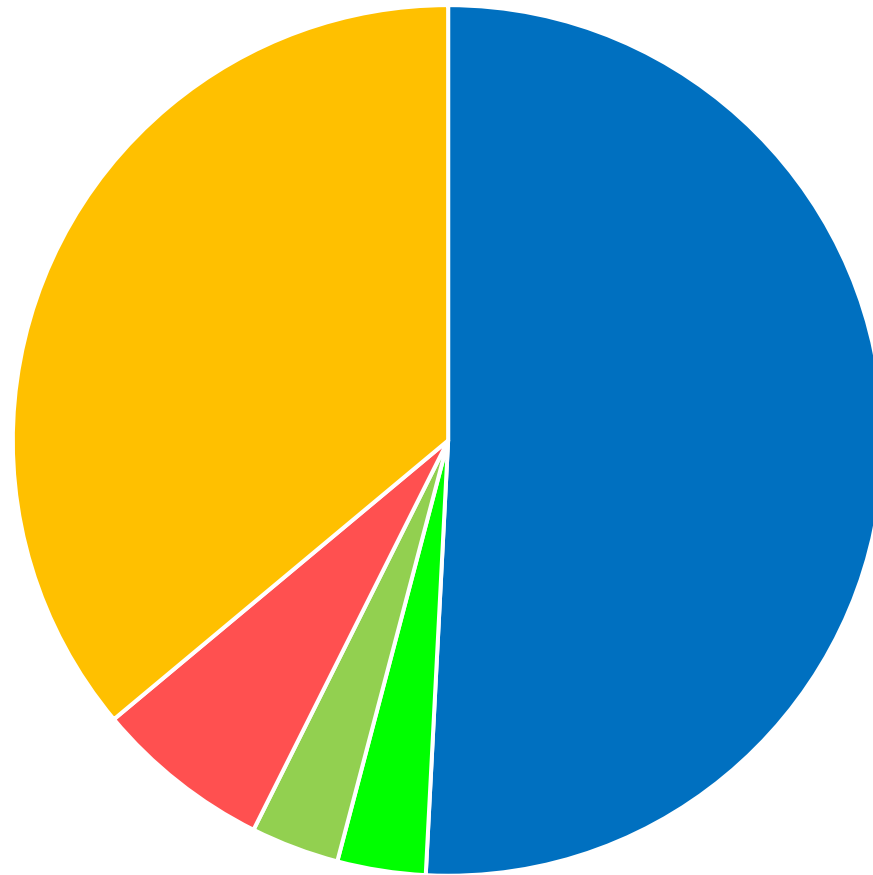
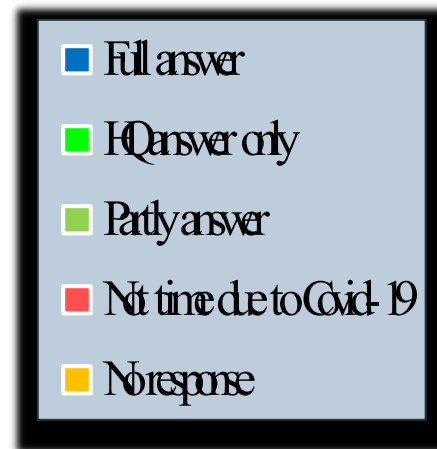


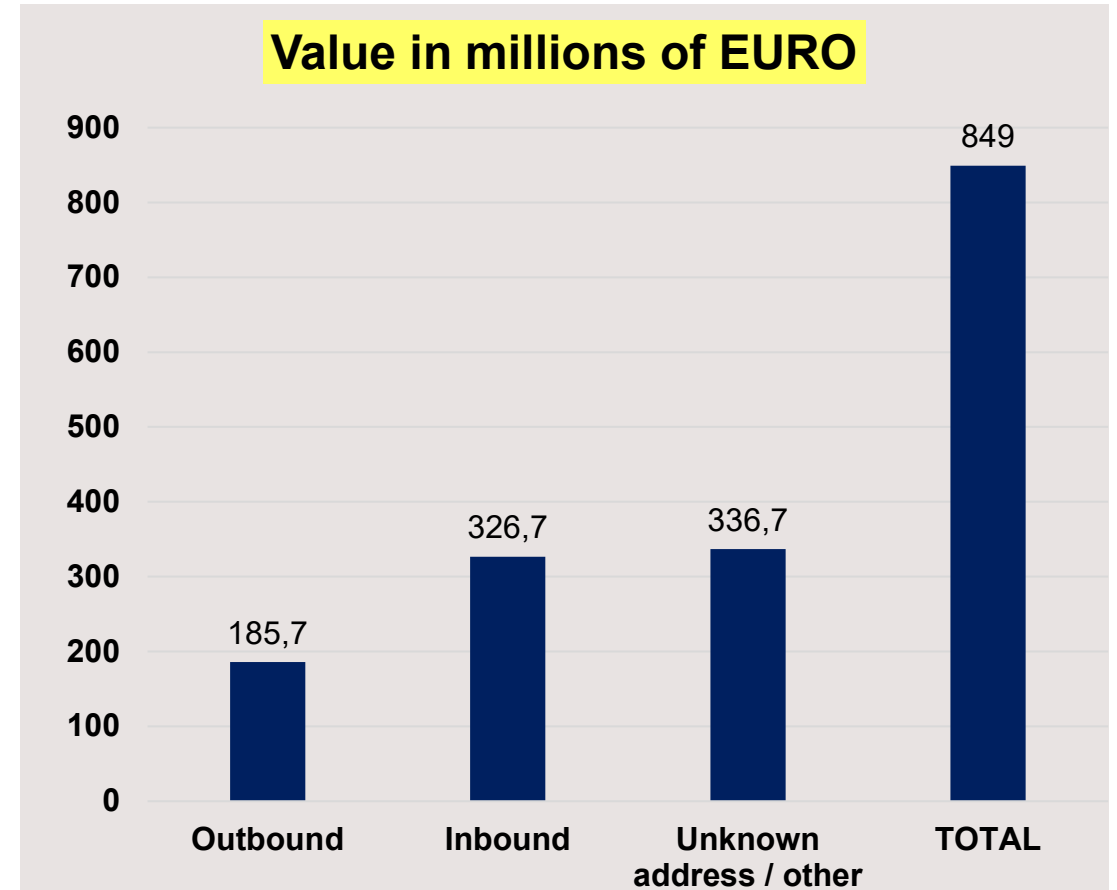
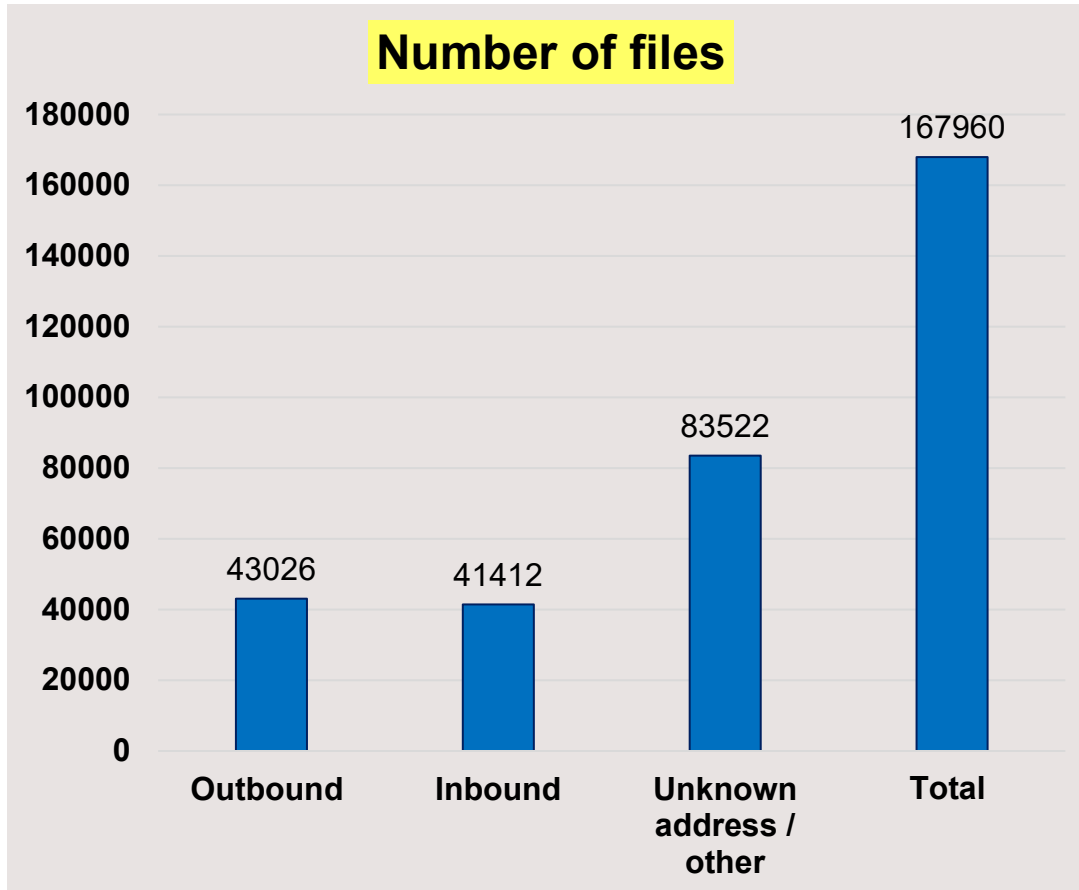
LIC Data Survey Summary



Percentage of responses (First time presented July 2020)

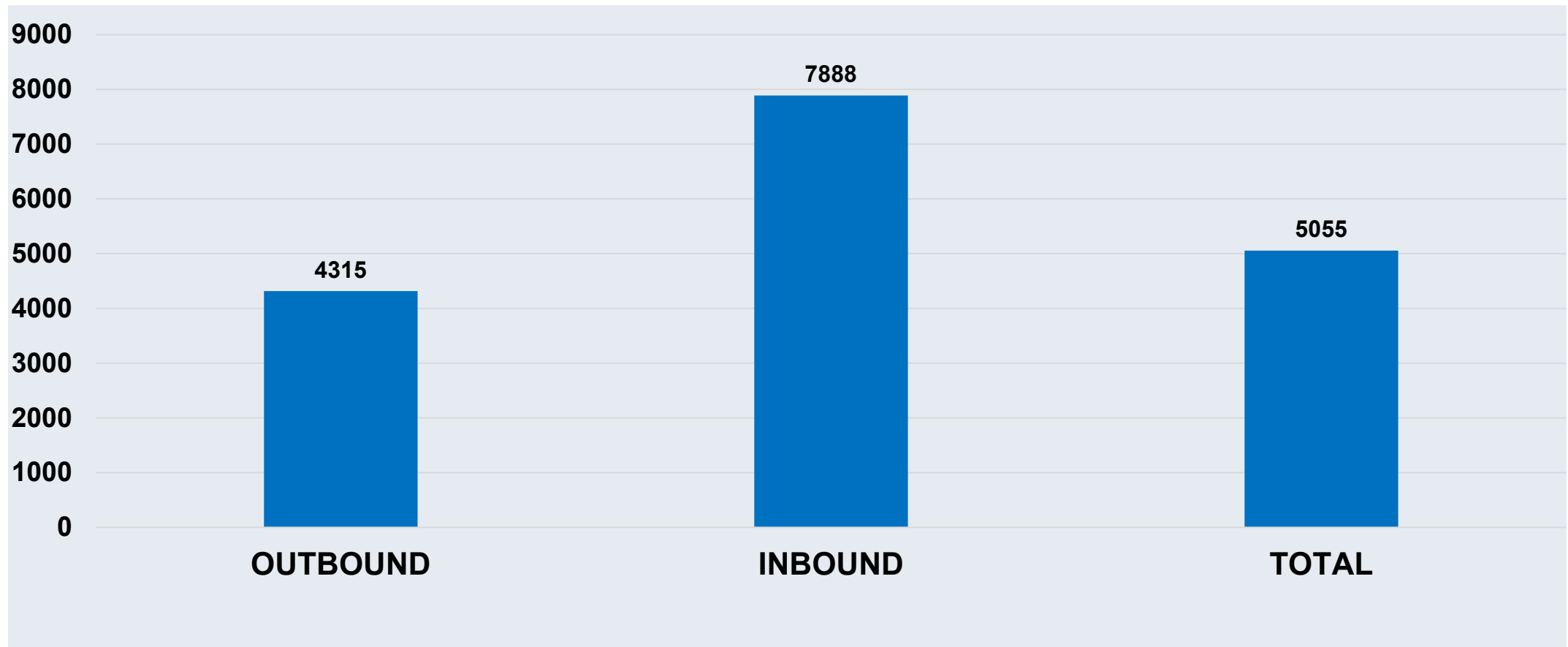


Respondents report a total of 168 000 cases with value of 849 MEUR

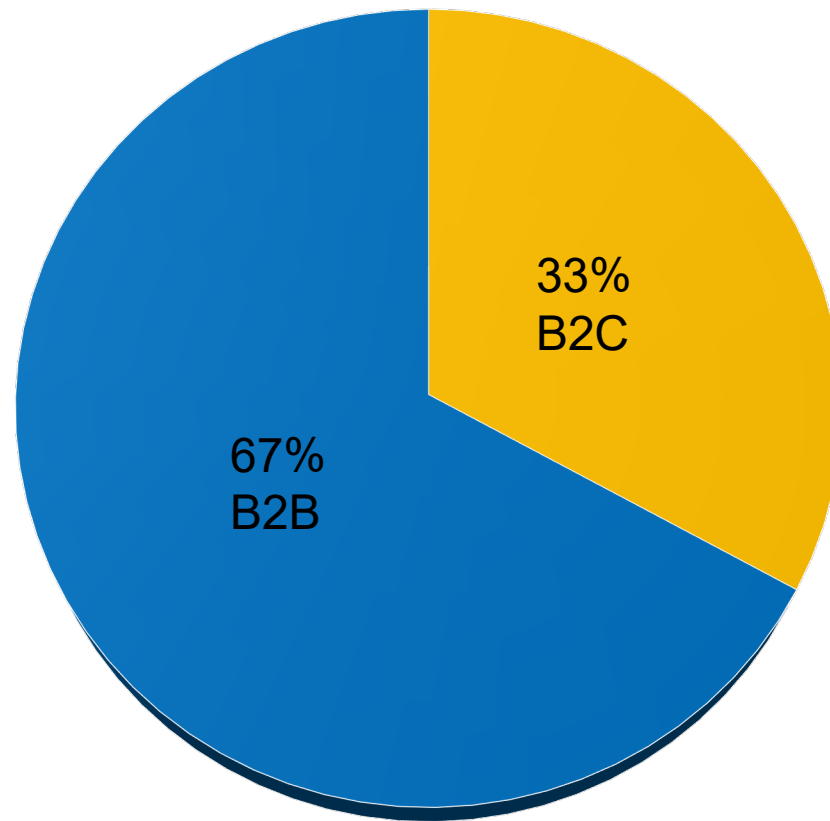


NB! Our branch has increased challenges to find debtors new addresses.
But the figures incl. also other like: Small amount files, Death estate etc..

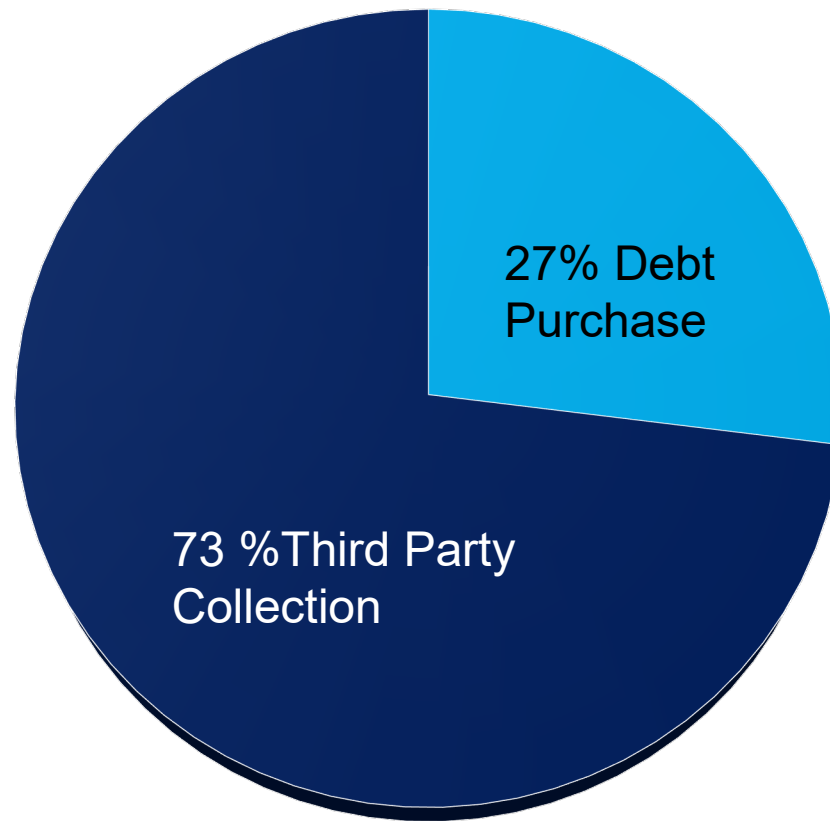
The average size of claim per channel (in Euro)



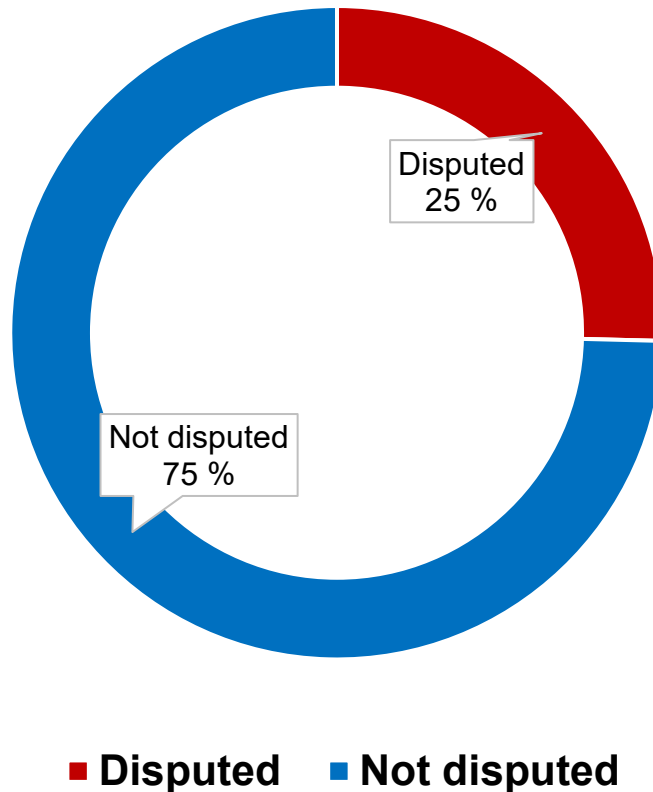
Respondents report following split between B2C / B2B



Respondents report following split between 3PC and DP



Share of dispute



- 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 (and creditor) 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

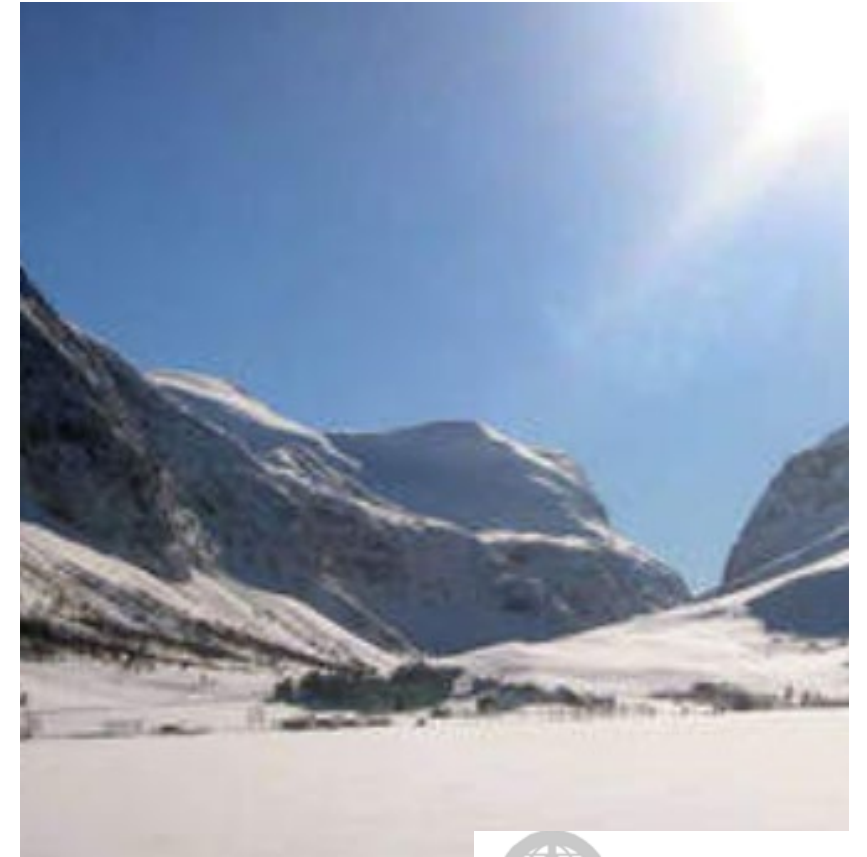
Which country is most important to respondents that LIC expand to / get new members in?

- 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 16- 18, 2022 in Vienna
- Book the dates already now!



LICard wishes everyone a nice and Covid-19 free future