



## Service Specification

Specification	Coface Default Monitoring	Coface Risk Monitor
<b>Geographical coverage</b>		
Markets covered	BG, CZ, EE, HR, HU, LT, LV, PL, RO, RU, RS, SI, SK, UA + BE, DE, ES, FI, IT, NO, PT, US	BG, CZ, EE, HR, HU, LT, LV, PL, RO, RU, RS, SI, SK, UA + BE, CH, DE, ES, FI, FR, GB, IE, IT, NL, NO, PT, SE, US
<b>Monitoring orders</b>		
Submission of orders	as J-monitoring-orders via Infolcon for all products	
Order confirmation required	no	
Orders linked to CR orders	Are linked to Credit reports in Europe Western Cluster + USA Can be linked in the CCE Region	
Specific start date required	no	
Prolongation of monitoring period	the monitoring period is 12 months; the order is automatically prolonged for another period	
Cancellation of orders	all internal monitoring orders (J-monitoring-orders) are invoiced on a monthly basis; (original) monitoring orders which involve a research guarantee should therefore not be cancelled before the end of the (original) monitoring period.	
Multiple orders	multiple orders on the same company are possible; each order is charged	
<b>Monitoring criteria</b>		
Number of criteria	2	18
Kind of criteria	see below detailed specification of monitoring criteria	
Monitoring of full B/S included	no	yes
B/S Format	-	International / local
Currency of financials	-	local currency / EUR
<b>Monitoring services features</b>		
Basic report at the beginning of the monitoring period	no	possible (if not combined with credit report)
Research guarantee	is determined by the original monitoring order, but no research guarantee may be applied to Insolvency of Default Monitor and no research guarantee for the Europe Western Cluster + USA	
Monitoring period	the monitoring period is 12 months	
<b>Monitoring notifications</b>		
Communication	by e-mail to the delivery address specified in the original monitoring order	
Notification format	HTML, XML	
Notification language	depends on the language settings of the original order (CCE languages + German and English)	
Notification style	"changes only" for all types for monitoring products	
Notification sent as attachment	whether a notification is sent as attachment or in the mail body is determined by the original order	
Notification interval	upon changes	
<b>Invoicing</b>		
Invoicing of orders	monthly invoicing, based on the number of active monitoring orders; credit report orders (if monitoring is combined with credit report orders) are invoiced separately	



## Monitoring criteria

Specification	Coface Default Monitoring <sup>1</sup>	Coface Risk Monitor CEE <sup>1</sup>	Coface Risk Monitor WE
0 Monitoring details	delivered with each notification for all monitoring products		
0 Company basic data	delivered with each notification for all monitoring products		
<b>Company overview</b>			
1 Company name		✓	✓
2 Company address		✓	✓
3 Legal form		<input checked="" type="checkbox"/>	✓
4 Capital		<input checked="" type="checkbox"/>	✓
5 Registry status		<input checked="" type="checkbox"/>	✓
6 Shareholders		<input checked="" type="checkbox"/>	✓
7 Management		<input checked="" type="checkbox"/>	✓
8 Related companies		<input checked="" type="checkbox"/>	✓
<b>Credit information summary</b>			
9 Insolvency	✓	<input checked="" type="checkbox"/>	✓
10 Maximum credit		<input checked="" type="checkbox"/>	✓
11 Credit rating (@rating score)		<input checked="" type="checkbox"/>	✓
12 Credit rating (@rating score) trend		<input checked="" type="checkbox"/>	
13 Payment behaviour		<input checked="" type="checkbox"/>	✓
14 Debt collection experience	✓	<input checked="" type="checkbox"/>	✓
<b>Key data on operations</b>			
15 Turnover		<input checked="" type="checkbox"/>	✓
16 Employees		<input checked="" type="checkbox"/>	✓
17 Activity		<input checked="" type="checkbox"/>	✓
<b>Special requirements</b>			
18 Full balance sheet and profit & loss account		<input checked="" type="checkbox"/>	✓

Coface Risk Monitoring CEE: the criteria's marked with  can be freely chosen from. The countries are the following: BG,CZ,EE,HR,HU,LT,LV,PL,RO,RU,RS,SI,SK,UA