



Service Specification

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

¹ Coface Risk Monitor CEE: the criteria's marked with ☑ can be freely chosen from. The countries are the following: G,CZ,EE,HR,HU,LT,LV,PL,RO,RU,RS,SI,SK,UA