



P R E S S R E L E A S E

Paris, London, 18 February 2014

## **Coface UK & Ireland wins at the ICM British Credit Awards 2014**

***Coface UK & Ireland* scooped the prestigious title of Credit Insurer of the Year at the credit industry's annual awards in London. The British Credit Awards are held by the Institute of Credit Management (ICM), Europe's largest credit management organisation.**

A ten-strong judging panel assembled by the ICM concluded that Coface had set the standard in credit insurance over the past year, demonstrating a commitment to meeting customer needs; delivering a high quality service as part of a broad strategic vision; and a proven track record of success in terms of innovative and profitable expansion.

Accepting the award on behalf of *Coface UK and Ireland*, Managing Director Frédéric Bourgeois said: *"We recently passed the twentieth anniversary of Coface in the UK and we are delighted that the ICM has given us another reason to celebrate. The award is a fitting tribute to our highly-motivated and talented team whose focus on customer service and innovation justifies the faith placed in Coface by our clients and brokers. Over 90% of our clients said they were satisfied with the service they had received from Coface in 2013 and I'm confident that this recognition will inspire us to even greater achievements in the coming year."*

The ICM Award reflects the service that Coface provides to businesses of all sizes seeking to protect their domestic and overseas trade with credit insurance, credit assessment and debt collection. Some of the successes which helped convince the judging panel included:

- *Coface UK and Ireland* has reduced the claims documentation required from customers and streamlined its internal processes to provide a faster service – successful claims of up to £5,000 are paid within five days while all domestic and overseas claims are paid within 30 days.
- In the last year, the company has introduced several new products in response to changing customer requirements. These include online credit insurance portals developed with leading brokers and *TopLiner*, non-cancellable supplementary cover for businesses with strategically important but vulnerable customers.
- *Coface UK and Ireland's* Country Risk Conferences for its clients and brokers is unique within the industry, bringing together economists, policy experts, researchers and business leaders to review economic trends and assess international trading opportunities and risks. This year's event will be held on June 5<sup>th</sup> in London.



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## **MEDIA CONTACTS:**

Maria KRELLENSTEIN – T. +33 (0)1 49 02 16 29 – [maria.krellenstein@coface.com](mailto:maria.krellenstein@coface.com)

Trevor BYRNE – T.+44 (0)1923 478393 – [trevor.byrne@coface.com](mailto:trevor.byrne@coface.com)

## **About Coface**

The Coface Group, a worldwide leader in credit insurance, offers companies around the globe solutions to protect them against the risk of financial default of their clients, both on the domestic market and for export. In 2012, the Group posted a consolidated turnover of €1.6 billion. 4,400 staff in 66 countries provide a local service worldwide. Each quarter, Coface publishes its assessments of country risk for 158 countries, based on its unique knowledge of companies' payment behaviour and on the expertise of its 350 underwriters located close to clients and their debtors.

In France, Coface manages public export guarantees on behalf of the French state.

Coface is a subsidiary of Natixis, corporate, the investment management and specialized financial services arm of Groupe BPCE.

[www.coface.com](http://www.coface.com)

**In the UK and Republic of Ireland** Coface has been a leading provider of credit management services since 1993 - its objective being to enable businesses to trade securely at home and overseas. Operating from offices in London, Dublin, Watford, Birmingham, Manchester and Cardiff allows Coface to provide a local service.

The company's credit insurance offer integrates credit assessment, collection services and cover for unpaid debts. Multinational businesses can protect their worldwide subsidiaries through Coface's international network.

The company also provides access to domestic and international business information and a collection network at home and overseas. Coface is also a recognised operator in the London political risk market.

[www.cofaceuk.com](http://www.cofaceuk.com) and [www.coface.ie](http://www.coface.ie)