



**Member of**



# **Company Profile**

**2009**

## Cycle Credit S.A.

The firm is a Business Claim Collection Company, with the distinctive title CYCLE CREDIT S. A. is a pioneer of the industry. It was founded in November 1996, based on the long experience of its shareholders on car credit businesses including their management, as well as on the collection of the relevant financial claims.

Since 1992, the shareholders of Cycle Credit S. A. have worked on claim management at the Greek market.

The long experience of Cycle Credit in collaboration with its highly qualified personnel on financial claim management contributes to the achievement of both the best result and its continuous growth.

Cycle Credit administration group has developed a qualitative policy fully complying with the beliefs of its members.

Recently, ICAP Group acquired the majority of stake age of the firm, providing synergies and fulfilling its goals for rapid expansion in the Balkans.

### ***Mision:***

«In order for us to be innovative without compromising our integrity, we are trying to create Advanced Technology Solutions, Highly Trained and Capable Personnel keeping as base figure the long term experience in debt collection markets in the Balkans»

### ***Vision:***

«Keeping our honesty and competitive advantage, all together will be Innovative and Dominant in our field»

## Service Quality

### Quality Administration System

A continuous satisfaction increase of both its customers and personnel based on a constant internal organisation and company's improvement is of an utmost importance for Cycle Credit. For the achievement of this objective the company has both developed and applied a quality administration and management system according to principle *ISO 9001:2000* with was certified by the DQS Company.

An integrated quality concept is followed by the Administration and complies with all company's procedures consisting a parameter of a primary importance for a further development and strengthening within a competitive environment.

The Administration's qualitative policy is as follows:

- ***Offering of highly qualitative services to the customers***
- ***Confidentiality referring to all personal data, rights and personality of the debtor***
- ***Compliance with both the morals and proper behavioural rules corresponding to Cycle Credit and our Customers status.***
- ***Constant improvement of our services***

### Human Resources

The company employs 238 selected collaborators for any activity transactions. Our collaborators are properly qualified with high moral so that the quality of our services to comply with the customer ethics. The constant training of our personnel has as an objective the improvement of the provided services while being in keeping with a high level of clientele which we are asked to maintain.

## Confidentiality

Confidentiality fully complies with the method Cycle Credit services are offered. The security of personal data and records sent to our company by the customers is our fundamental concern. All our collaborators are selected based on professionalism and confidentiality credentials.

## International Organizations – Administration of Collection Companies

Cycle Credit, always a pioneer of the industry, is a member of the most important unions of collection companies, in both European and International level.

This dynamic participation offers Cycle Credit the possibility to be informed on all its industry developments and together with its know-how to be always at the top of the claim management businesses at the Greek market.

Cycle Credit is an active member of the following organizations:

**A.C.A International** – The biggest collection company organization with more than 5.000 active members; its registered offices are located in the USA.

**C.S.A** – The biggest Pan-European Collection Companies Organization and law offices; its registered offices are located in the United Kingdom.

**E.S.E.D.A** – «Hellenic Union of Claim Management Companies ».

A member of the Federation of European National Collection Associations (FENCA). Founding member of the union in order to shape and spread a full field system about the process of Collection Management.

## Debt Collection

A 10year experience, in connection with a perfect knowledge of the business issues, permits Cycle Credit to create new management methods and activities, evaluating both the factors and conditions. By always following the quality principle *ISO 9001:2000*, it respectively modifies its tackling methods related to every issue.

***Cycle Credit S.A. objective: the highest possible collections.***

By fully complying with modern collecting methods and the client requirements, Cycle Credit forms separate issue management departments related to each company's issue.

These departments are specialized on handling the issues according to the requirements of the Client, intending to its full satisfaction, creating a stable and long-term cooperation.

By using both:

*written communication*

*and*

*verbal (by phone) communication*

as collection method, Cycle Credit intends to prevent debtors to be alienated from their obligations, while it urges them to pay their debts.

The collection of any due debts is always a difficult issue between the client and the financing unit.

***Cycle Credit tries to keep a tight balance over the issue, while it undertakes to guarantee the financial claim management without any surprising development, always handled by its well qualified professional personnel.***

## **Pre Legal – Back Office Support**

Taking into consideration the importance of a legal service to handle any legal issue, Cycle Credit is fully supported by a complete legal department.

A team of cooperating lawyers and servers acting in the name and on the behalf of Cycle Credit clients undertakes:

The responsibility related to the organization, coordination, and examination of all legal procedures related to the performing of Cycle Credit S.A activities.

The control, approval and monitoring of all legal steps corresponding to any legal proceeding on a collection of any due debts following an order of the client.

## IT Infrastructure - MIS

### IT Department

Within the framework of its ever increasing needs, Cycle Credit created a complete IT department. The department's main objective corresponds to a constant support of Cycle Credit systems including a continuous research and application development facilitating its activities.

By following the most updated data security models it fully guarantees their protection.

### Intranet / Internet

Cycle Credit's intranet is based on local LAN (TCP/IP) and Microsoft Windows 2003 Server.

It depends upon multiple HUB/SWITCHES Cisco Catalysts and a secure ROUTER / Firewall / PIX is used for Internet access.

Through Internet we manage direct transfer of information to our clients.

### Telephony / VoIP

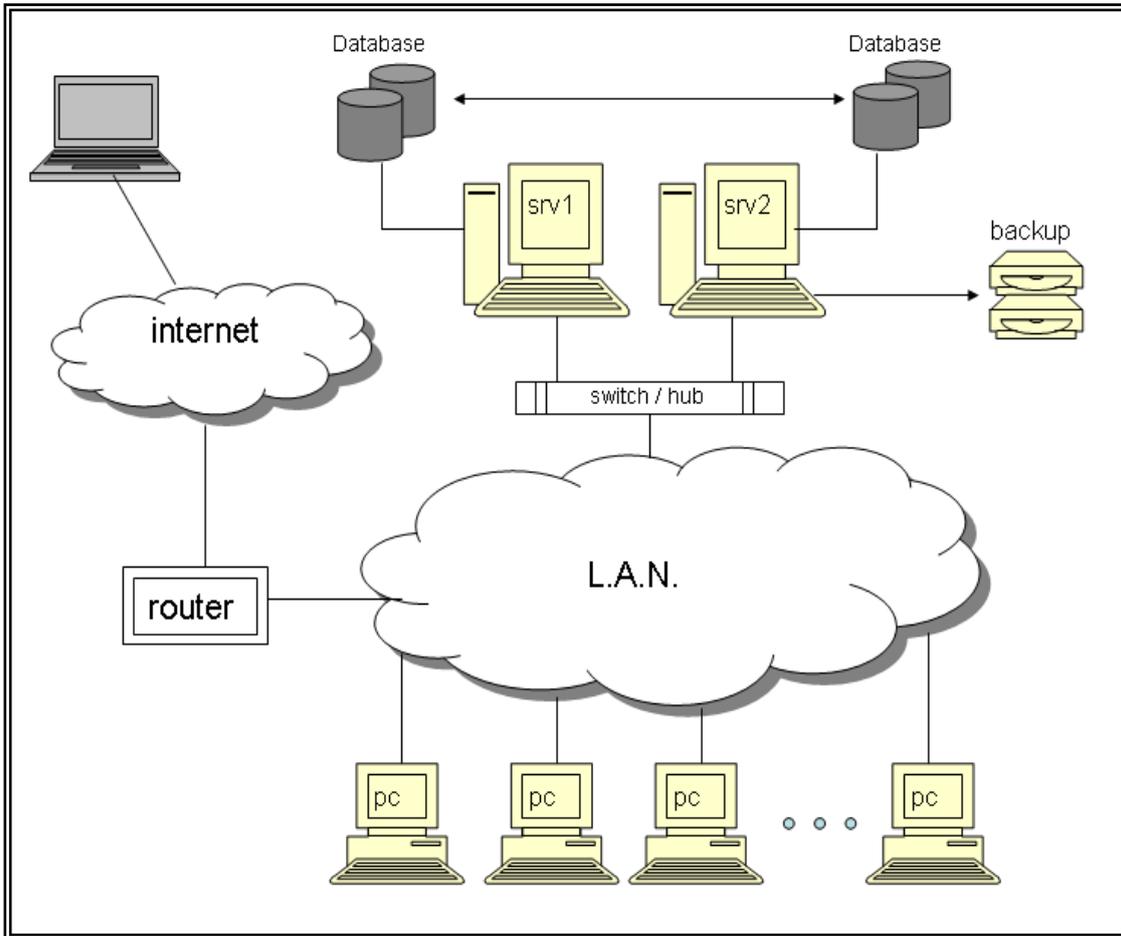
Company's call center is Cisco Systems technology Voice Over IP (VoIP). Using these key features we maintain full unified solutions for networks of voice and data as well as management of inbound/outbound calls. The system is supported by IPCC Cisco dialer solutions.

### Collections Software (CMS)

Data management is performed through collection application which is internally developed by the IT department using development tools such as SQL Server 2005 and PowerBuilder 9.0.

Application management has different levels of access according to user rights (agents, supervisors, managers). According to each level, the user can read and/or access the different services of the system.

Attached is a blueprint for networking:



## Affiliate Companies

### Activities extension in the Balkans

In November 2004, as a pioneer of the industry and within the framework of its activities development, Cycle Credit founded a subsidiary company in Bucharest, Romania under the name of **CYCLE EUROPEAN SRL**, hence extending its activities in the Balkans.

The main activities of **CYCLE EUROPEAN SRL** refer to the forwarding of bank products, mainly credit cards and loans, through telemarketing and the offering of collection services to Rumanian financing units.

By transferring both experience and knowledge to our subsidiary company, we intend to be established in this ever developing market of the Balkans including a future extension of our existing collaborations to the broader area.

Through Cycle Credit's development in Romania, we recently founded our second subsidiary company in Belgrade Serbia **CYCLE CREDIT BEOGRAD DOO**.

The company is targeting in becoming the leading firm operating within the banking market of Serbia, by offering high level collection services to the banking sector of the country using the advanced experience and know-how of the parent company.

Also, on February 2009, Cycle Credit founded its third affiliate company in Sofia, Bulgaria, under the name **CYCLE CREDIT BULGARIA EOOD**, offering debt collection services to the local market.

## Clients

<b>A/A</b>	<b>Name</b>
<b>1</b>	<b><i>EFG –Eurobank Ergasias</i></b>
<b>2</b>	<b><i>Fiat Credit Hellas</i></b>
<b>3</b>	<b><i>Piraeus Bank – Multifin</i></b>
<b>4</b>	<b><i>National Bank of Greece</i></b>
<b>5</b>	<b><i>Emporiki Bank (Credit Agricole Group)</i></b>
<b>6</b>	<b><i>Alpha Bank</i></b>
<b>7</b>	<b><i>ATE Cards</i></b>
<b>8</b>	<b><i>Citibank – Diners</i></b>
<b>9</b>	<b><i>Millennium Bank</i></b>
<b>10</b>	<b><i>Millennium Fin</i></b>
<b>11</b>	<b><i>Aspis Bank</i></b>
<b>12</b>	<b><i>Marfin Bank</i></b>
<b>13</b>	<b><i>GMAC Bank GmbH</i></b>
<b>14</b>	<b><i>Elmec Sport</i></b>
<b>15</b>	<b><i>Omega Sports</i></b>
<b>16</b>	<b><i>Hellenic Post Bank</i></b>
<b>17</b>	<b><i>VW Bank</i></b>
<b>18</b>	<b><i>Ford Credit Hella</i></b>
<b>19</b>	<b><i>Arval Hellas SA (BNP Paribas Group)</i></b>
<b>20</b>	<b><i>Assicom SPA (Italy)</i></b>
<b>21</b>	<b><i>Bluestone Recoveries SA (USA)</i></b>
<b>22</b>	<b><i>BMW Financial Services</i></b>
<b>23</b>	<b><i>Hellas Finance (Societe Generale Group)</i></b>
<b>24</b>	<b><i>Lloyd's Register</i></b>

## Collection Management System snapshots

- Management

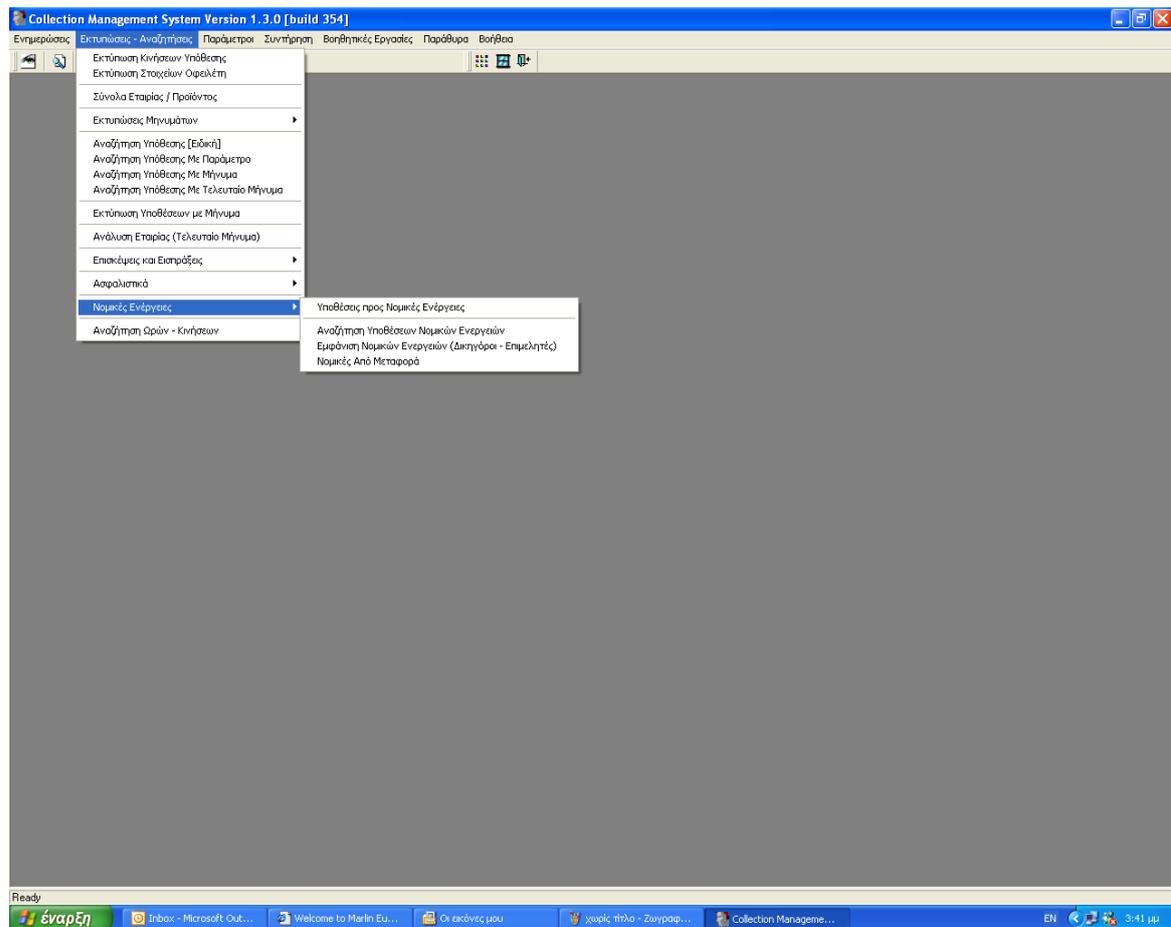


Image 1

- Multi Debt Analysis - Search

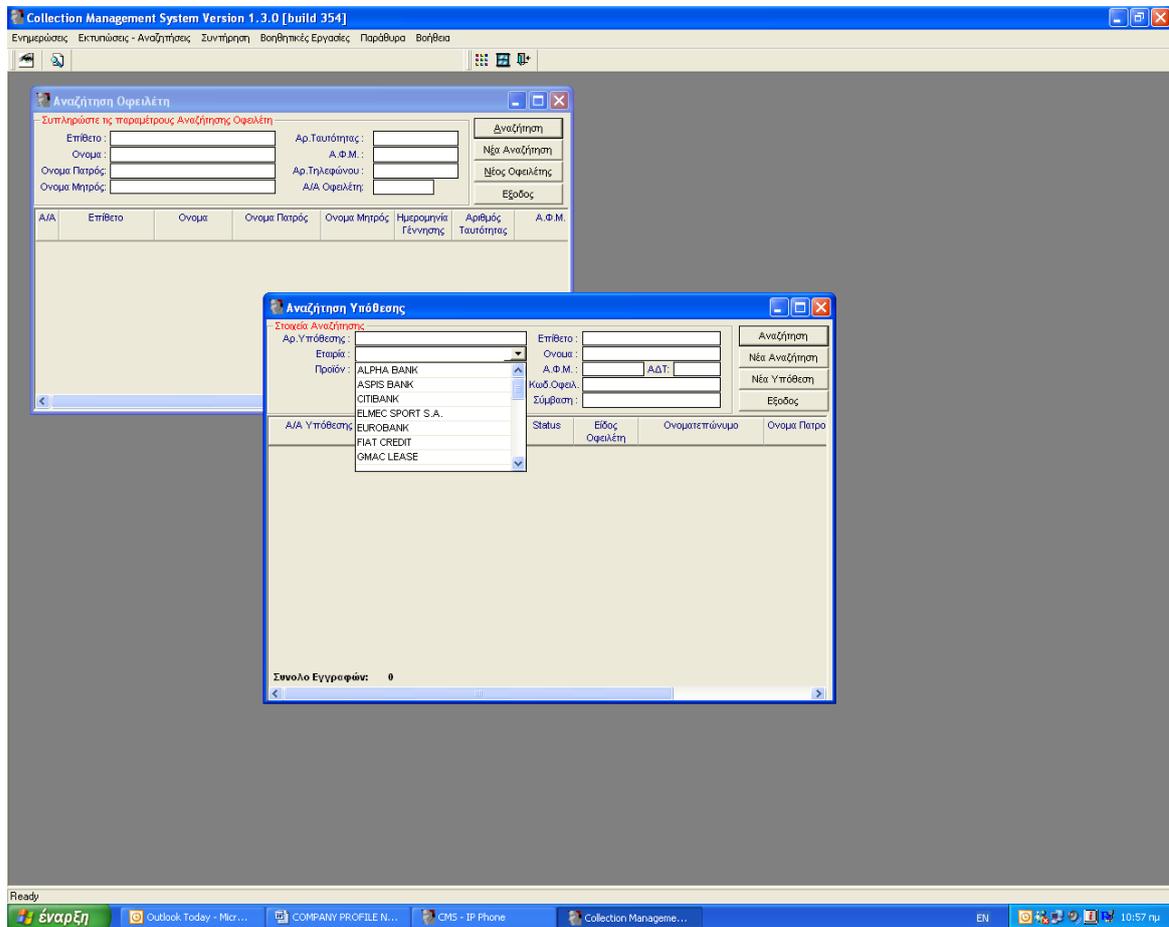


Image 2

- CRM

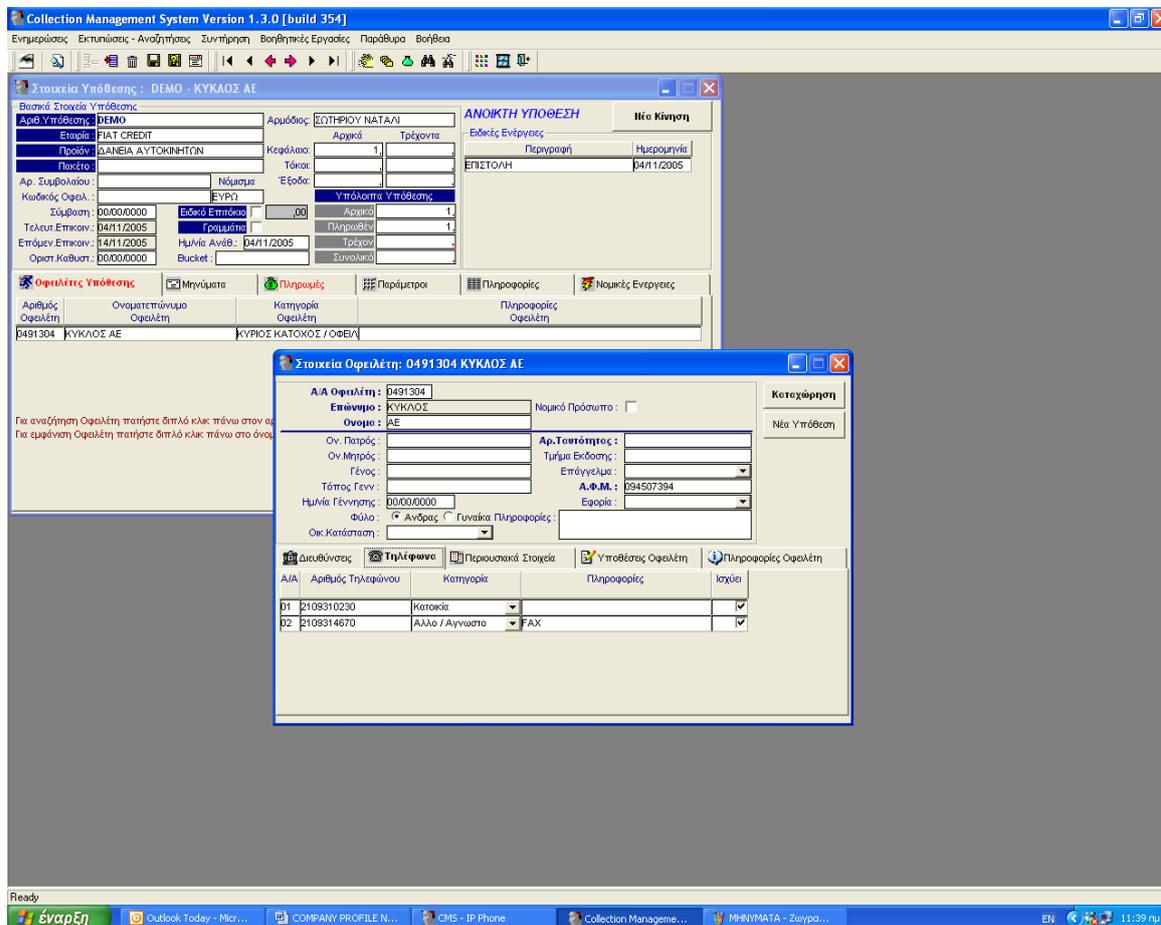


Image 3

- Collection activities

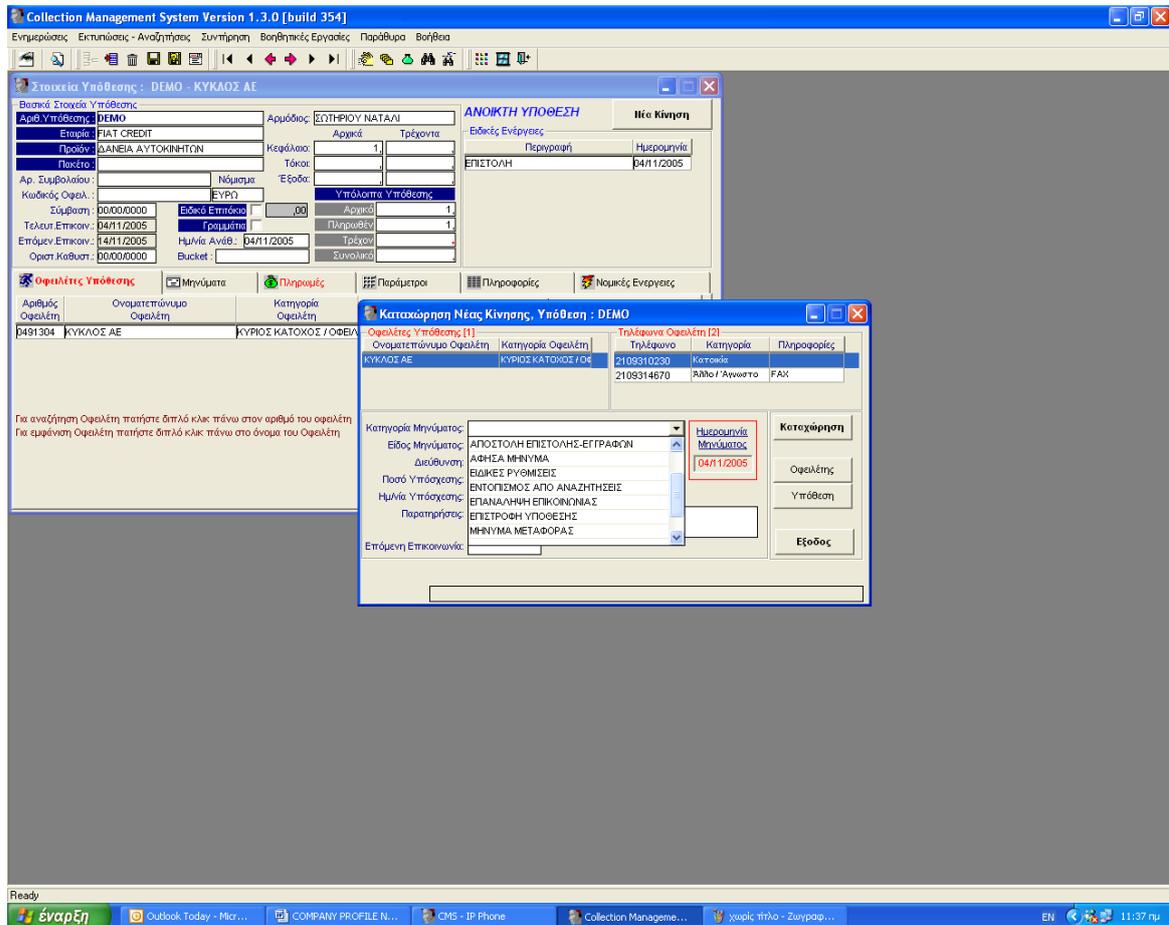


Image 4

- Pre legal

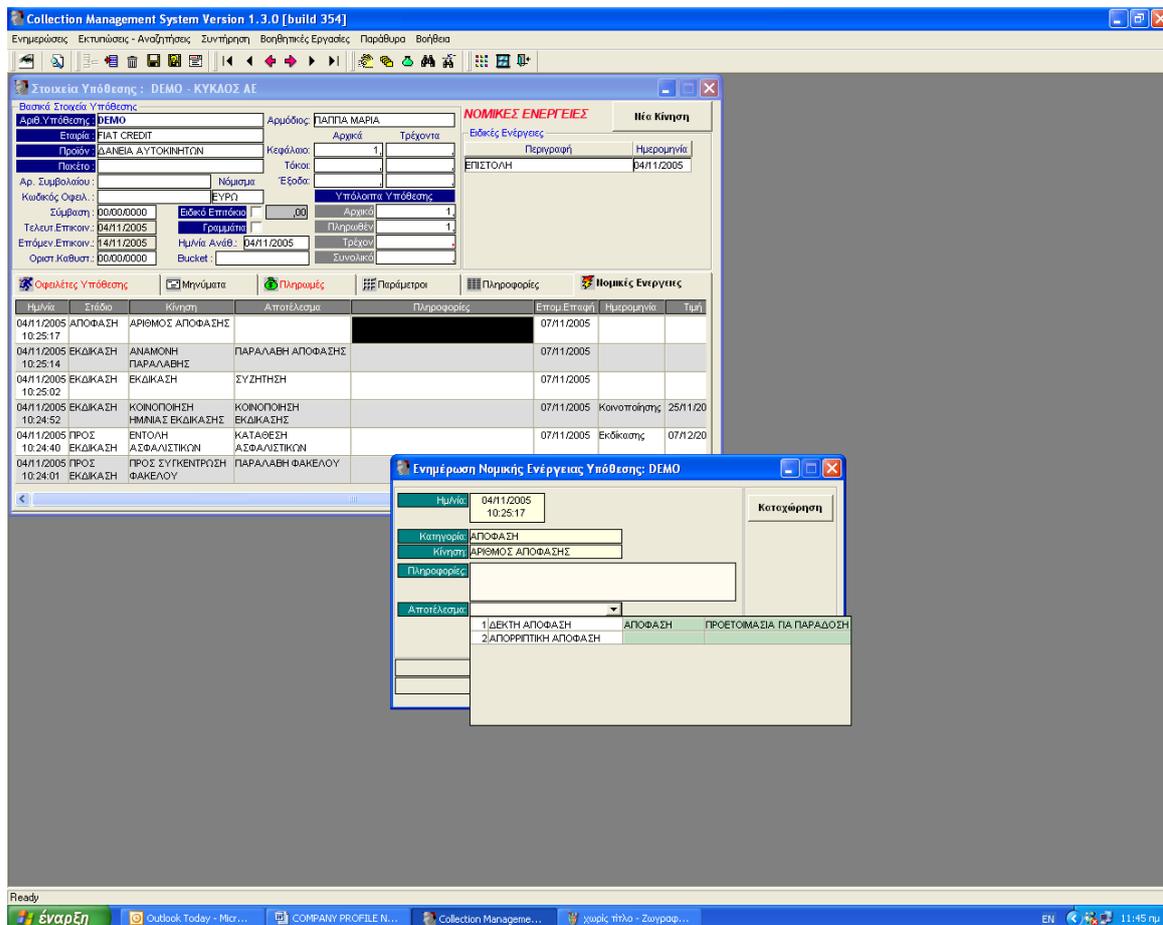


Image 5

▪ IP Phone

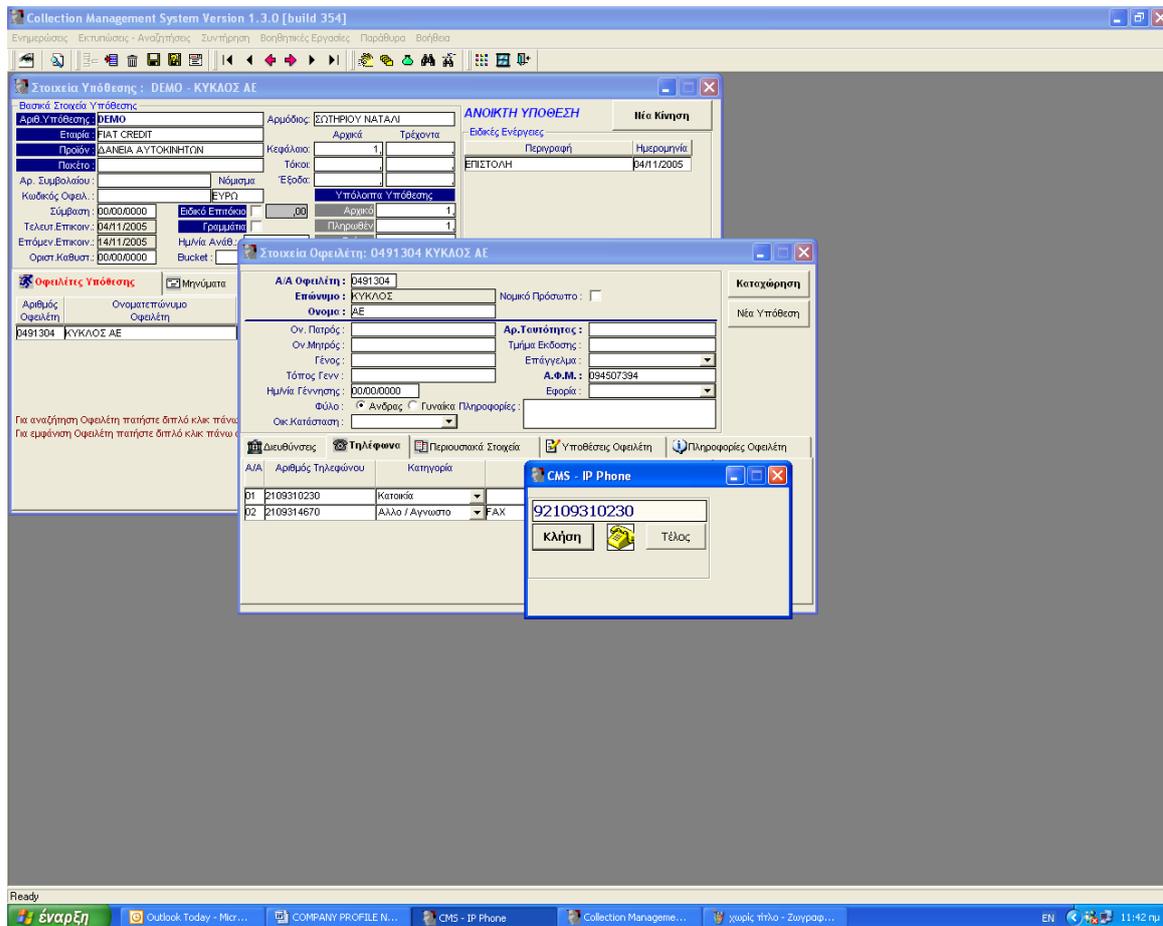


Image 6