



Tough squeeze: harassing debtors to pay what they can't afford is pointless

a debtor too far and result in them entering into a voluntary arrangement or bankruptcy. Some of our debtors are paying as little as £5 a month for the immediate future.

View your debt recovery in the long term, and value the number of relationships with debtors alongside the sums collected – your short-term goals on debt recovery may simply be unachievable. Sometimes there is no way to be clever, because you simply can't get blood out of a stone.

Don't harass debtors to pay debts that you know they can't afford.

Denise Crossley
managing director,
IMFS Teleperformance

From crisis to an age of innovation

Dear Editor,
Credit insurers' reaction to the

economic crisis has caused a lot of displeasure among insured companies and federations. Insurers withdrew a huge amount of credit limits and are restoring them only now in dribs and drabs.

In addition, the economy has changed considerably since the 1960s, yet credit insurance as a product has undergone almost no changes.

What can we learn from the crisis in the field of credit insurance? To answer this, AON-CRiON set up the Credit Management Think Tank 2015 to 2020 last October. The think tank tries to offer creative solutions in credit management and credit insurance and seeks to find answers that can serve as a bridge between the needs of the business world and solutions from providers.

In order to make it work as efficiently as possible, the number of participants was limited to 20. The participants were recruited from the business

world, credit insurance providers and academia. In short, we appeal to enterprising and creative people who together can realise ideas and evaluate them.

To approach the matter from a broad perspective, we will start by making an inventory of business needs. After this, and under the direction of Professor Luc Chalmet, we will map needs and chart progress.

On this basis, solutions will be developed which will be tested against the credit insurance market, the debt collection market, and business information providers.

By May-June 2011 a report will be composed with concrete recommendations and suggestions to optimise or even change the credit insurance product.

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