

Statistical appendix Atradius Payment Practices Barometer

Eastern Europe – key survey results



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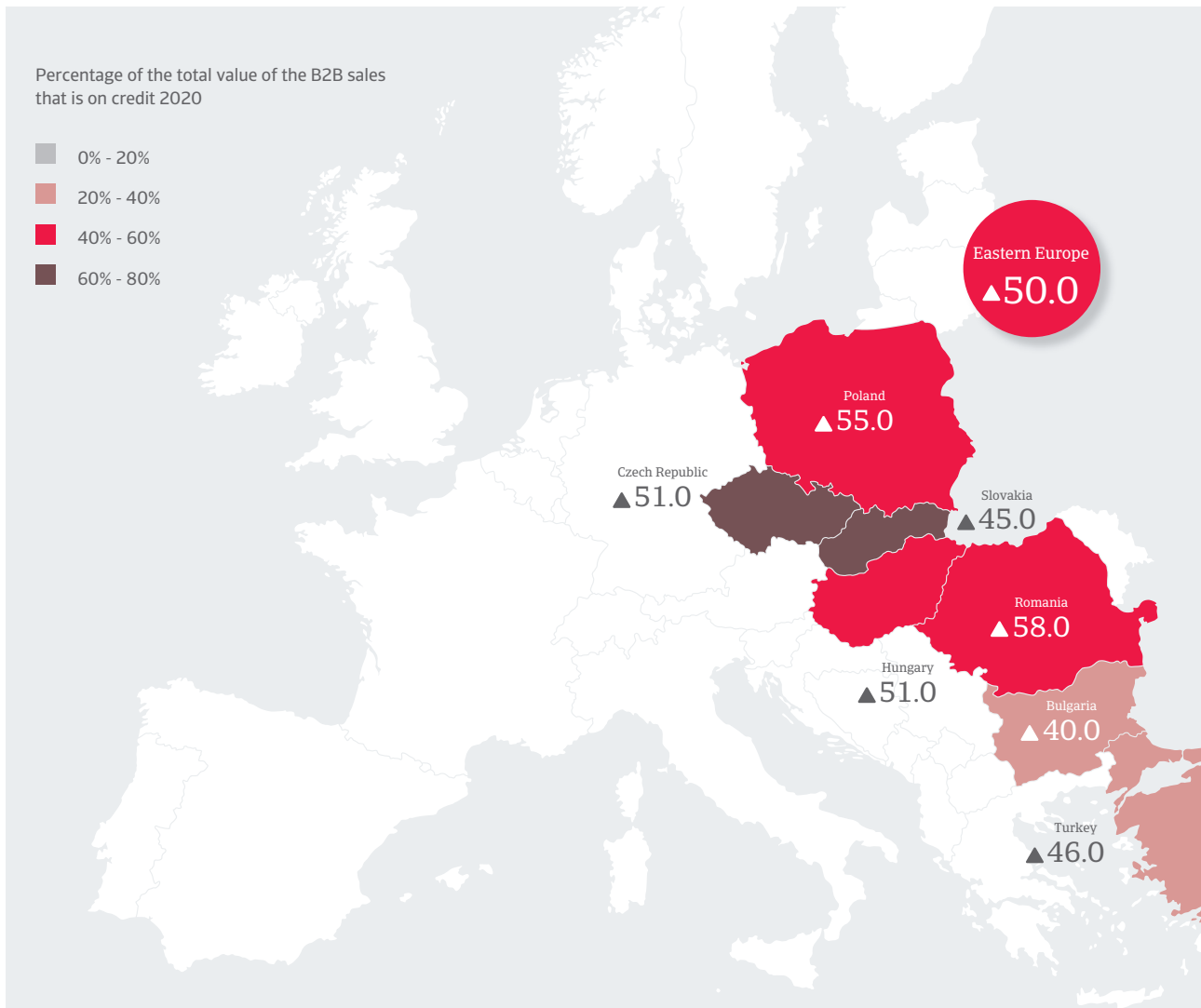
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Eastern Europe: proportion of total B2B sales made on credit



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

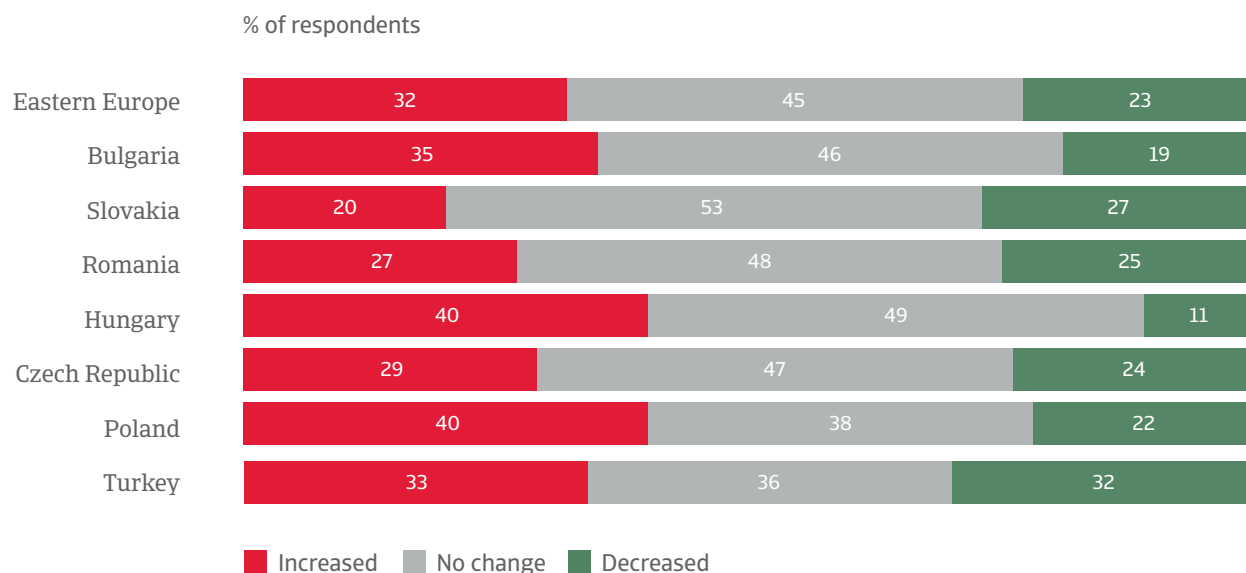
By business sector / by business size

Business sector			Business size		
Manufacturing	Wholesale / Retail / Distribution	Services	Micro-enterprise	SME (Small enterprise)	Large enterprise
50%	49%	50%	47%	48%	56%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: change in the proportion of B2B sales on credit (comparison between the COVID-19 pandemic period and the period before the pandemic)



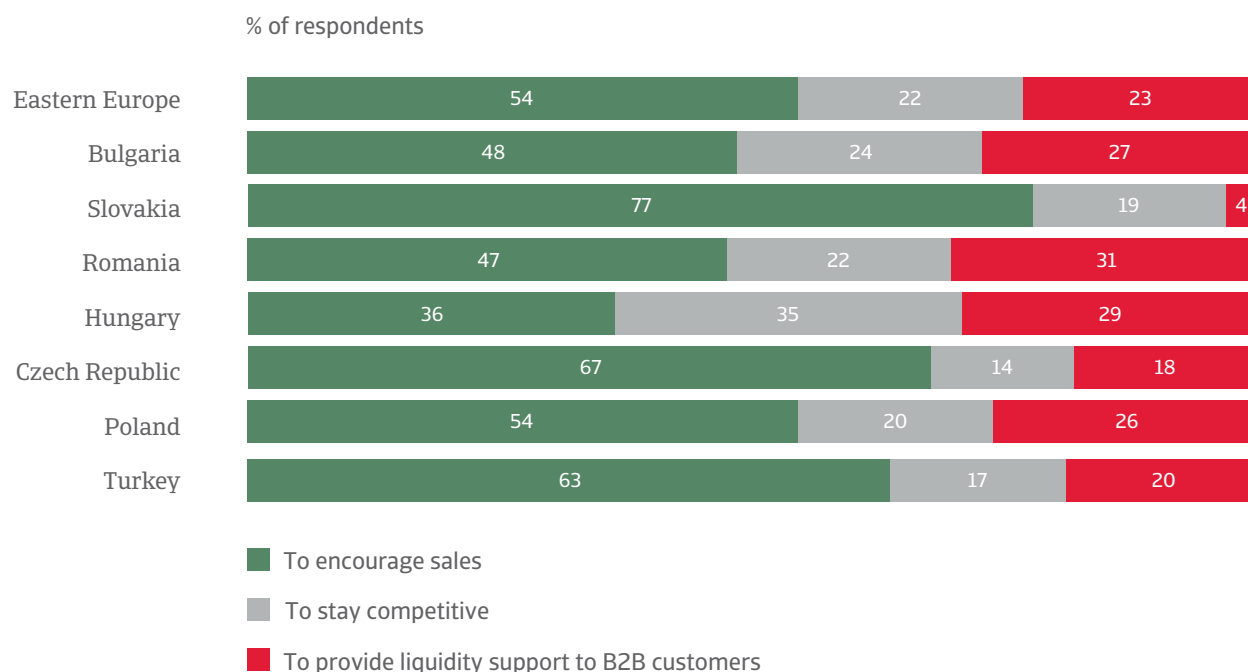
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer eastern Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Increased	35%	34%	31%	25%	27%	28%	36%	37%
No change	43%	49%	40%	50%	49%	50%	41%	41%
Decreased	22%	17%	29%	25%	24%	22%	23%	22%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: main reasons businesses offered more trade credit to B2B customers during the COVID-19 pandemic



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

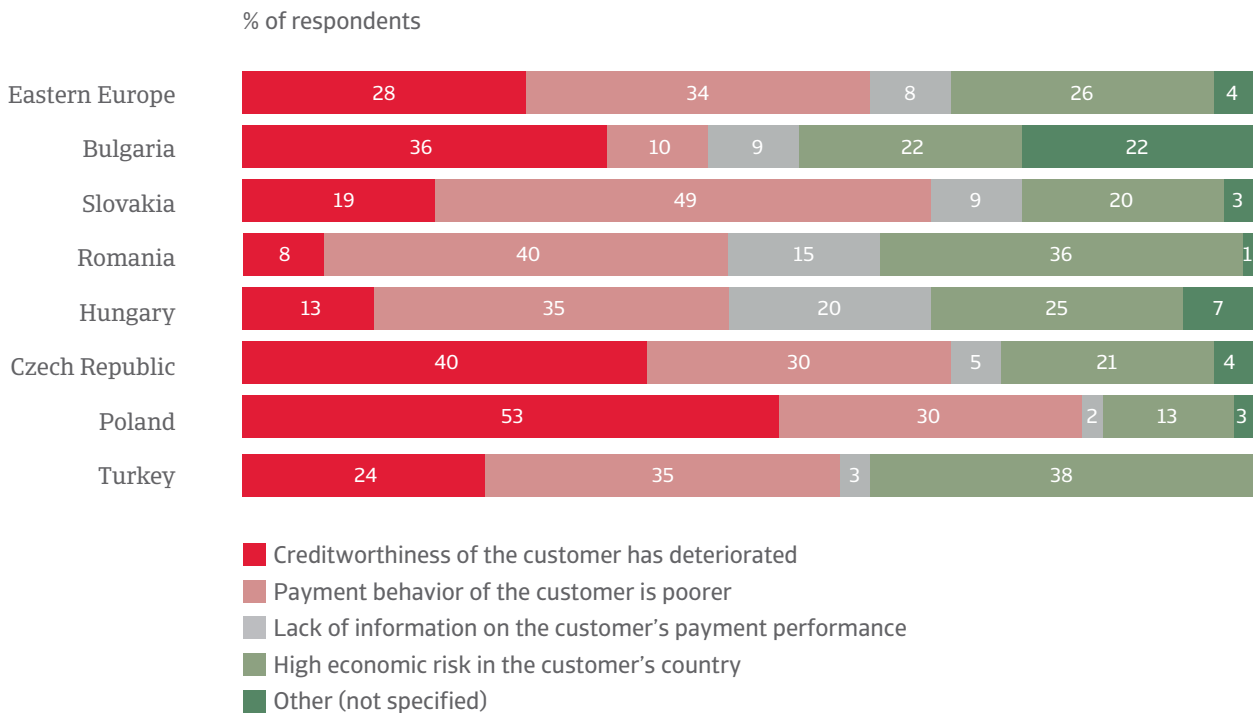
By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
To encourage sales	61%	62%	42%	38%	64%	49%	57%	50%
To stay competitive	17%	27%	31%	19%	24%	28%	22%	17%
To provide liquidity support to B2B customers	22%	11%	27%	43%	12%	23%	21%	33%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: main reasons businesses offered less trade credit to B2B customers during the COVID-19 pandemic



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

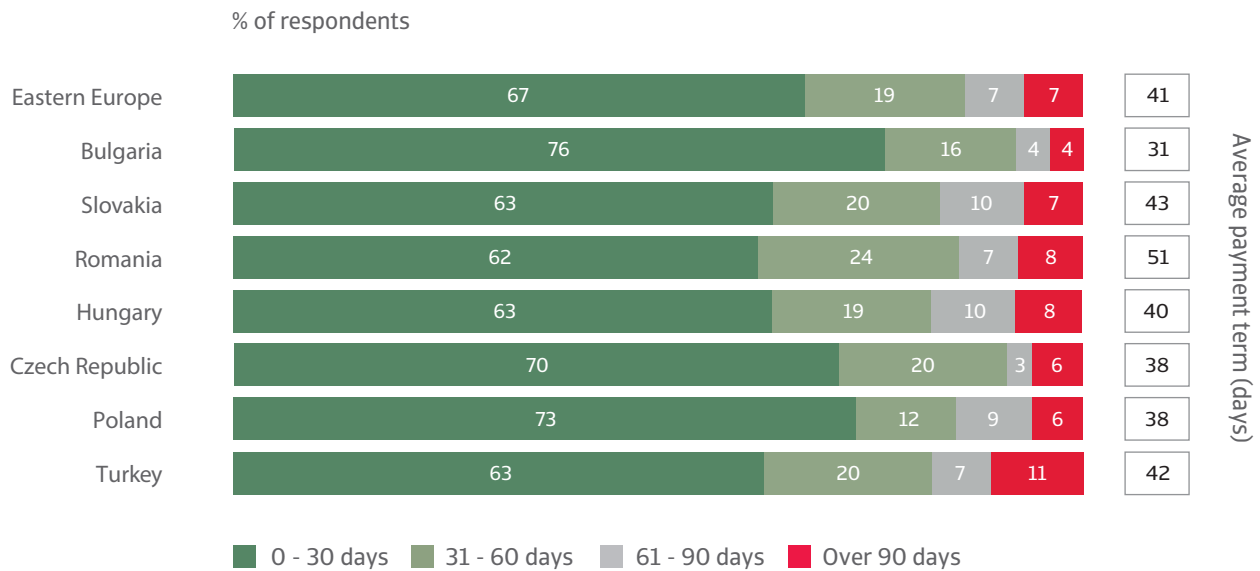
By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Deteriorated creditworthiness of customer	32%	28%	22%	26%	33%	28%	21%	29%
Lack of info	32%	35%	38%	31%	33%	37%	39%	24%
Poorer payment behaviour of customer	9%	7%	5%	10%	9%	8%	9%	6%
High risk in customer's country	25%	28%	30%	22%	22%	23%	24%	35%
Other	3%	2%	5%	11%	3%	4%	7%	6%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: payment term (average days) set for B2B customers during the COVID-19 pandemic



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

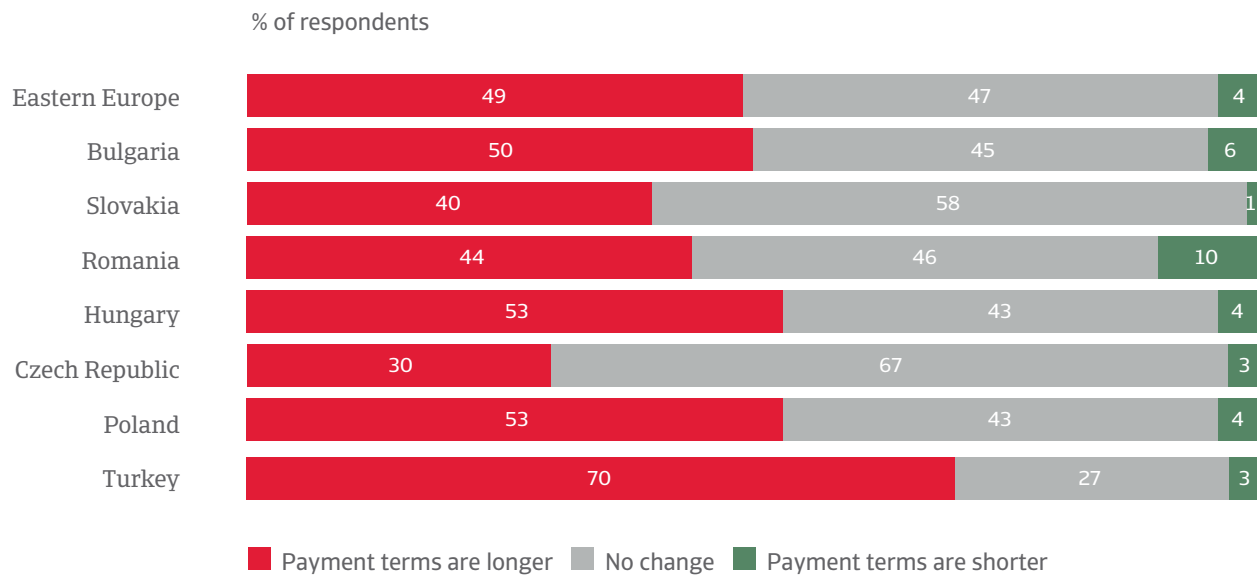
By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
0 - 30 days	64%	70%	67%	70%	77%	71%	60%	59%
31 - 60 days	21%	16%	18%	19%	12%	21%	20%	21%
61 - 90 days	6%	8%	8%	8%	4%	5%	11%	9%
Over 90 days	10%	6%	7%	3%	7%	3%	8%	11%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: variation of payment terms set for B2B customers during to the COVID-19 pandemic compared to before the pandemic



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

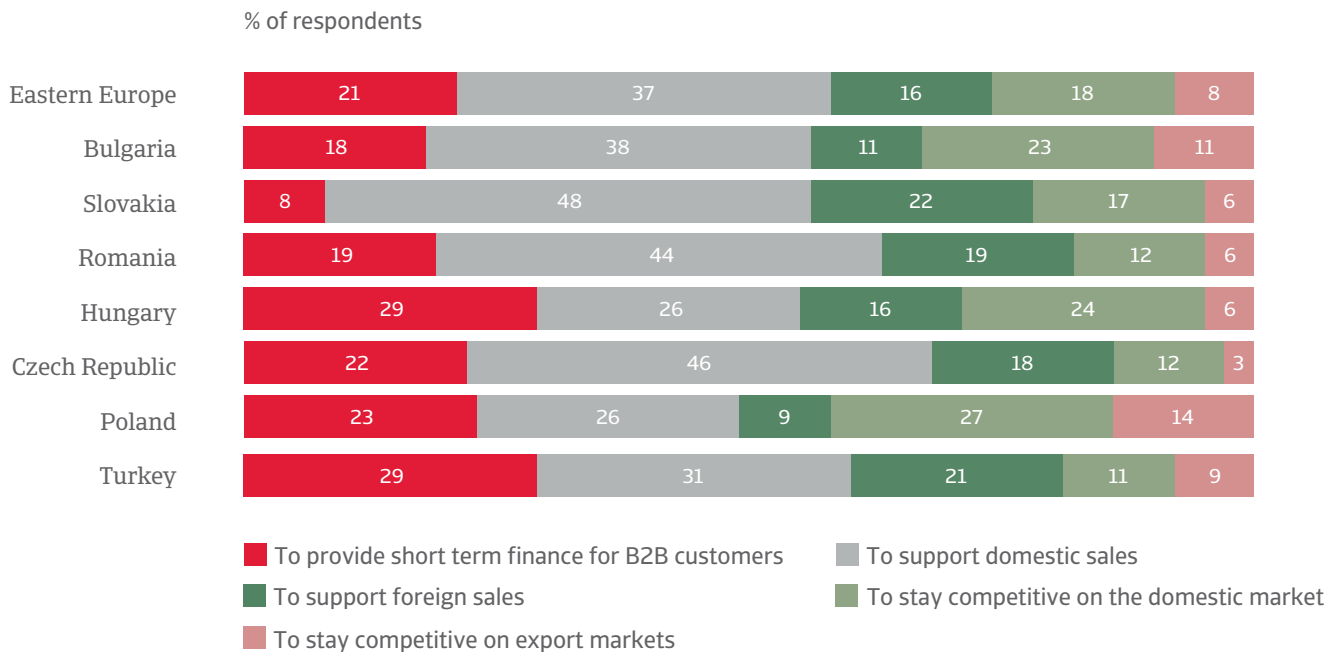
By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro-enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Longer	52%	47%	47%	45%	40%	45%	52%	58%
No change	46%	49%	43%	52%	56%	51%	43%	37%
Shorter	2%	4%	10%	3%	3%	4%	5%	5%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: main reasons considered when setting payment terms for B2B customers during to the COVID-19 pandemic



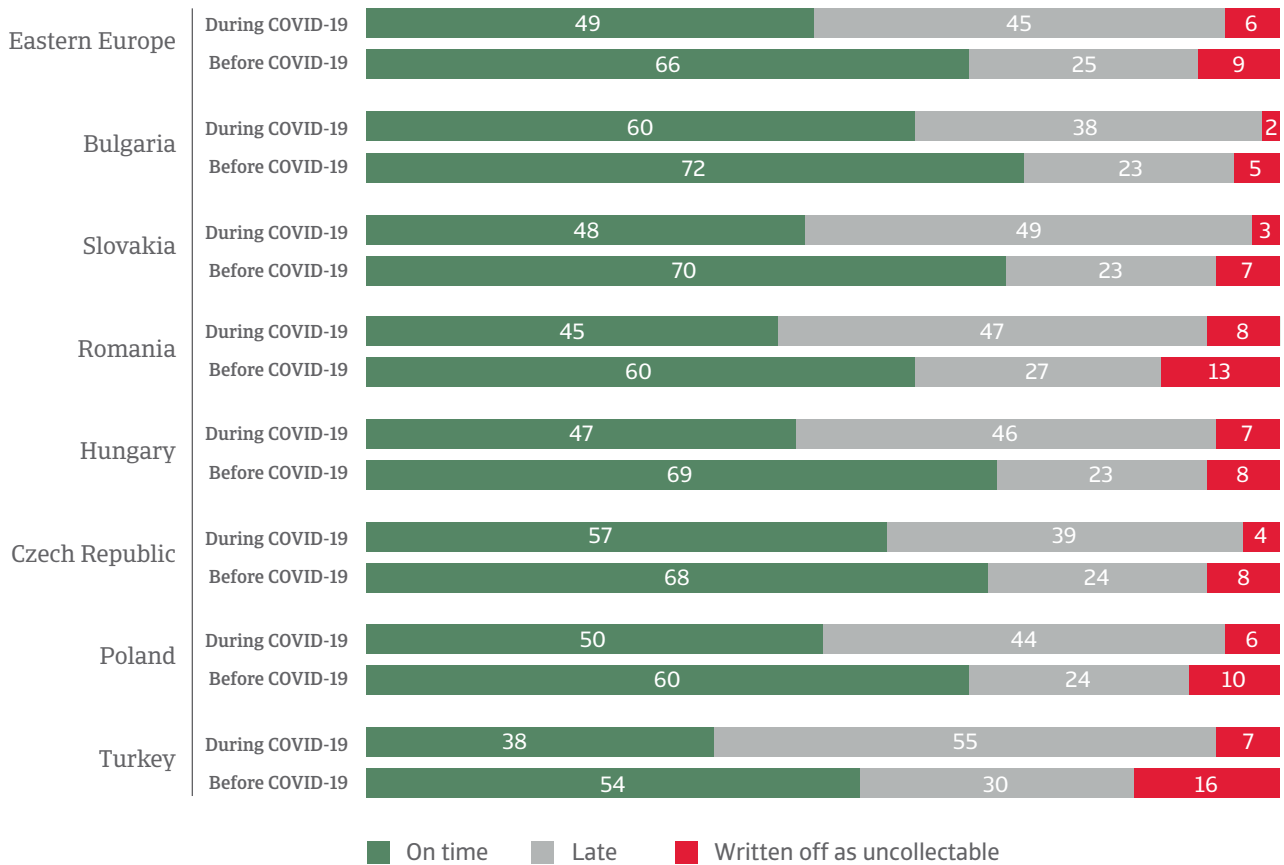
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer eastern Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Short term finance to customers	23%	21%	22%	16%	21%	19%	25%	20%
Domestic sales support	34%	36%	43%	37%	43%	38%	35%	31%
Foreign sales support	18%	21%	15%	9%	14%	18%	16%	18%
To stay competitive domestically	14%	18%	16%	28%	17%	20%	16%	18%
To stay competitive abroad	11%	4%	5%	9%	4%	6%	9%	13%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer eastern Europe – November 2020

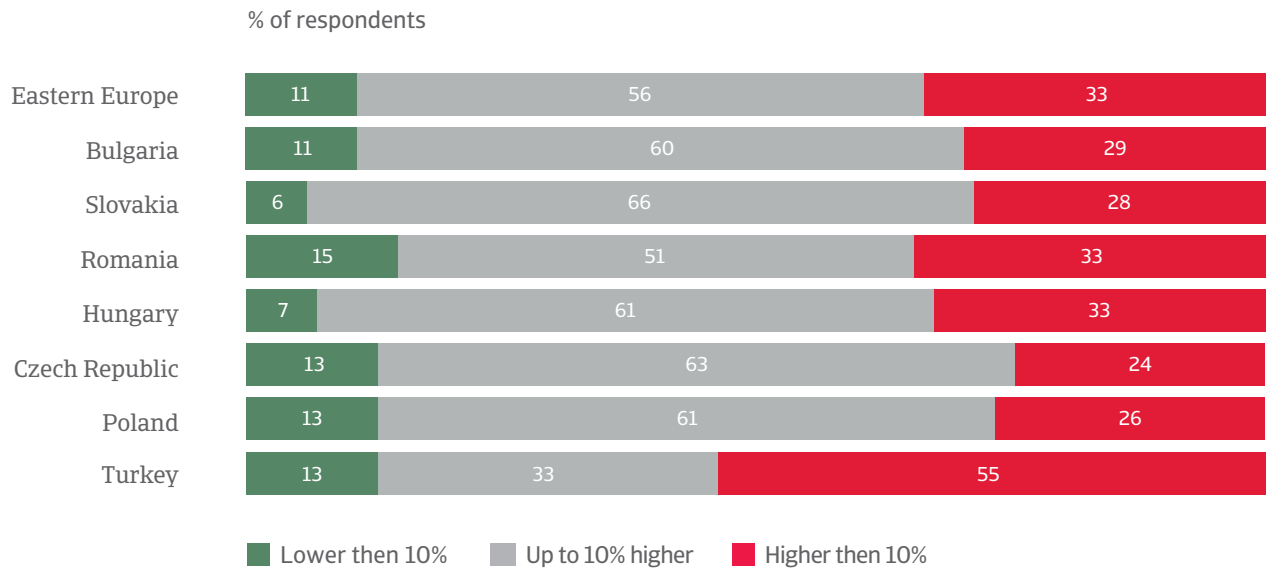
Eastern Europe: % of B2B invoices paid on time, late and written off as uncollectable during the COVID-19 pandemic compared to before the pandemic



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: change of DSO due to impact of the COVID-19 pandemic-induced economic crisis on businesses



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

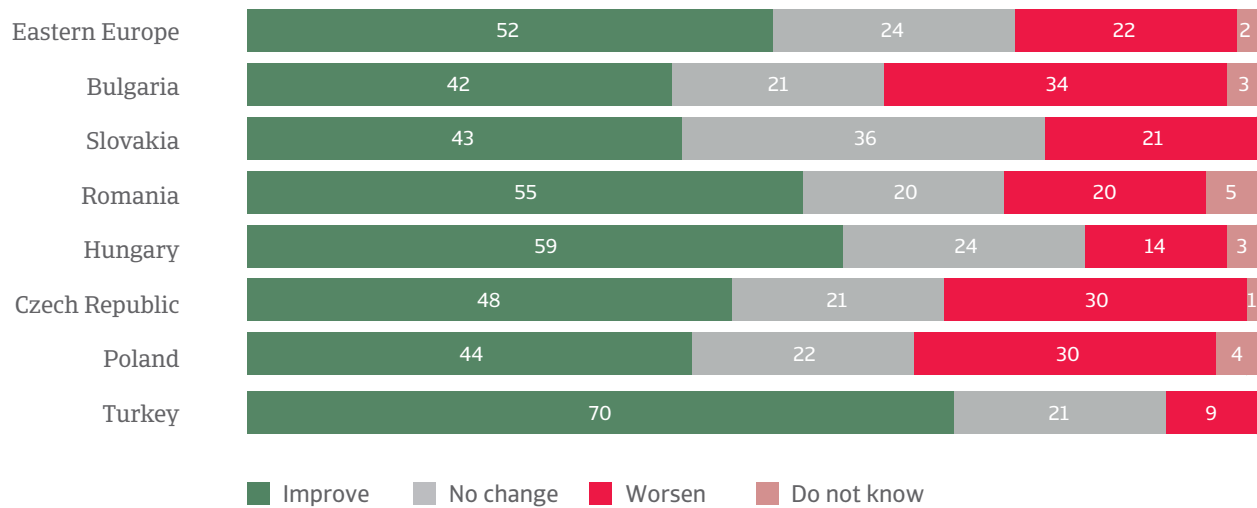
By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Over 10% higher	39%	32%	30%	23%	31%	30%	34%	36%
Up to 10% higher	51%	58%	57%	63%	59%	58%	53%	55%
Lower	9%	10%	13%	13%	10%	12%	12%	9%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: expected changes in B2B customers' creditworthiness in 2021



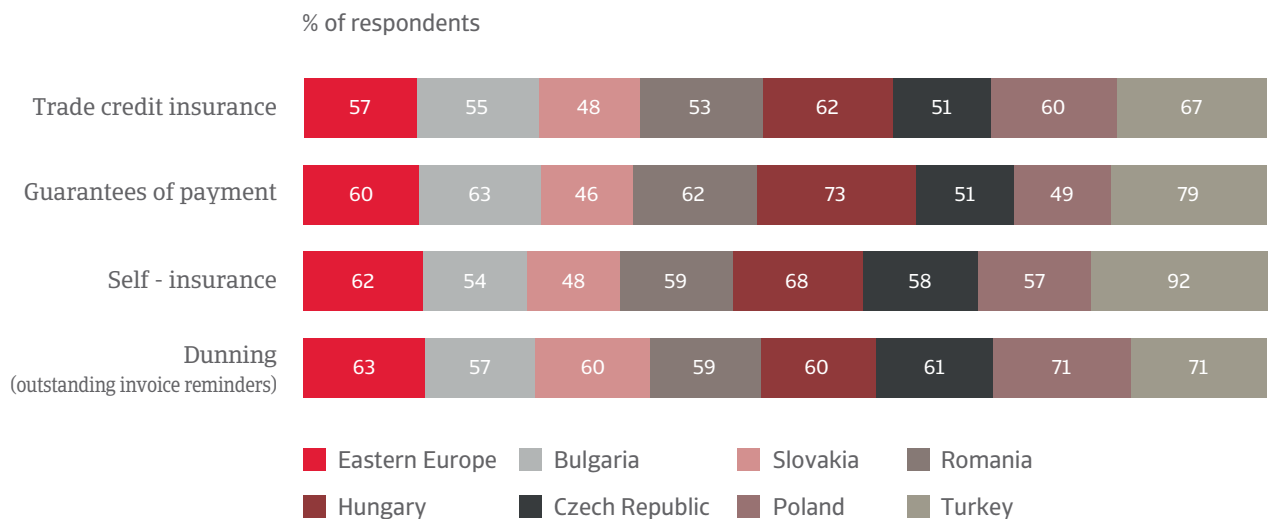
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer eastern Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Improve	57%	56%	47%	41%	48%	53%	54%	51%
No change	20%	27%	24%	26%	27%	24%	26%	16%
Worsen	21%	17%	25%	30%	22%	21%	19%	29%
Do not know	2%	1%	4%	3%	3%	2%	1%	4%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: top 4 credit management tools used to mitigate the risk of payment default from B2B customers during the COVID-19 pandemic



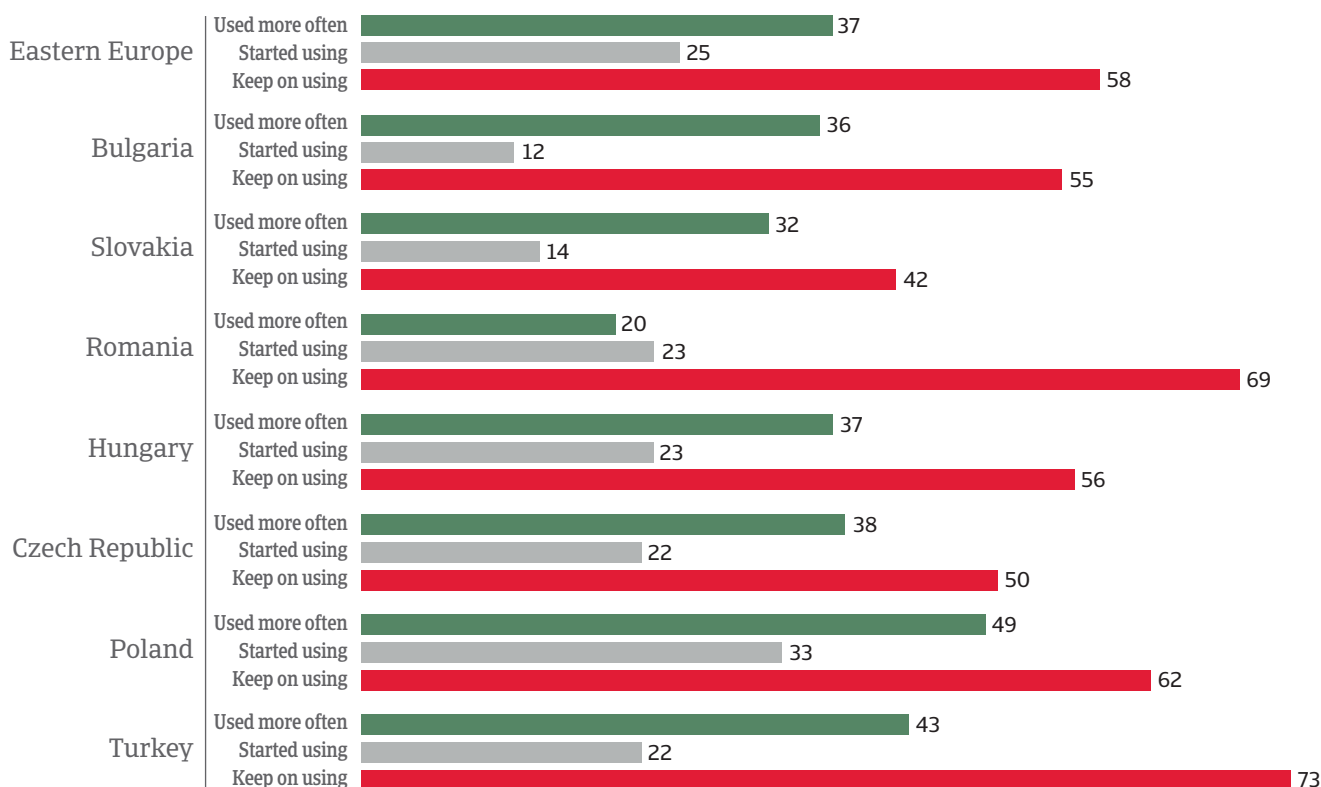
Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer eastern Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Dunning	67%	53%	65%	65%	60%	63%	63%	66%
Self - insurance	65%	60%	60%	60%	59%	64%	67%	58%
Guarantee of payment	65%	58%	58%	58%	51%	59%	68%	63%
Trade credit insurance	61%	54%	51%	56%	44%	55%	62%	67%

Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: % of respondents reporting more frequent use or start of use of trade credit insurance during the pandemic / trend



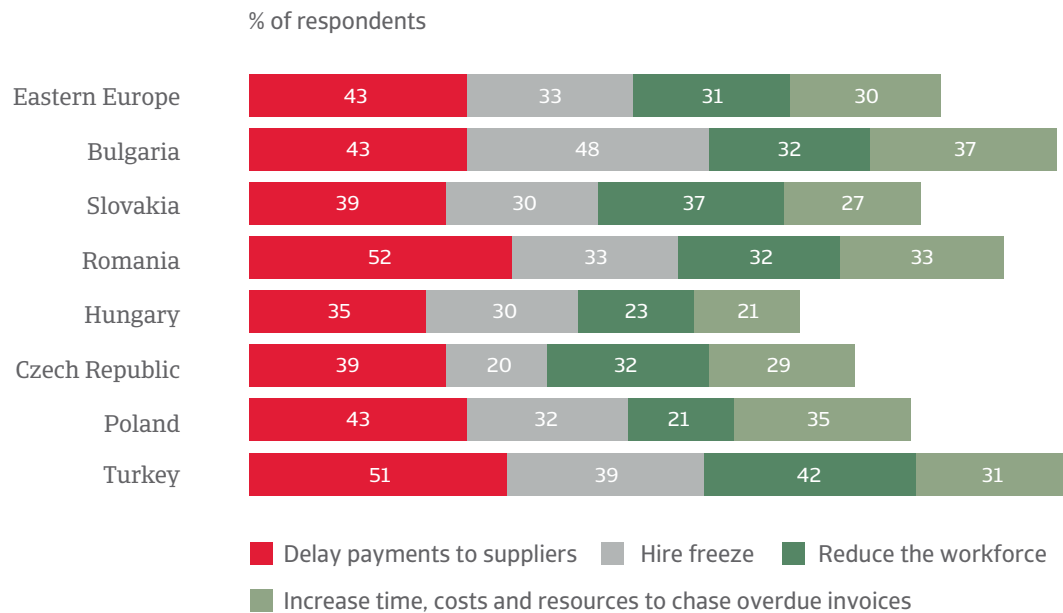
Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer eastern Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Keep on using	66%	51%	61%	50%	47%	55%	59%	72%
Started using	28%	21%	18%	19%	30%	20%	21%	22%
Used more often	38%	39%	37%	32%	30%	37%	34%	44%

Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: top 4 measures undertaken by businesses to manage liquidity issues due to the impact of the COVID-19 pandemic



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

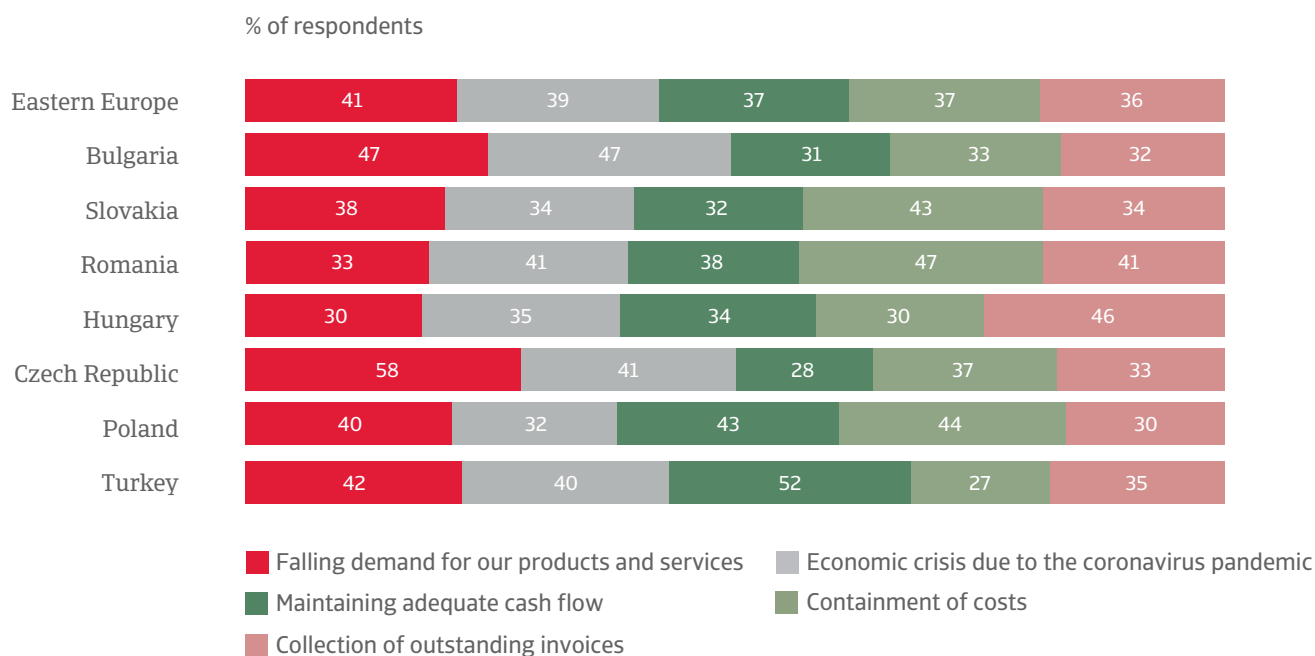
By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Delay payments to suppliers	44%	42%	48%	36%	40%	43%	44%	45%
Hire freeze	36%	36%	29%	30%	26%	37%	37%	33%
Reduce the workforce	28%	35%	35%	29%	30%	31%	33%	31%
Increase time, costs and resources to chase overdue invoices	34%	26%	26%	32%	27%	28%	31%	34%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: top 5 challenges to business profitability in 2021



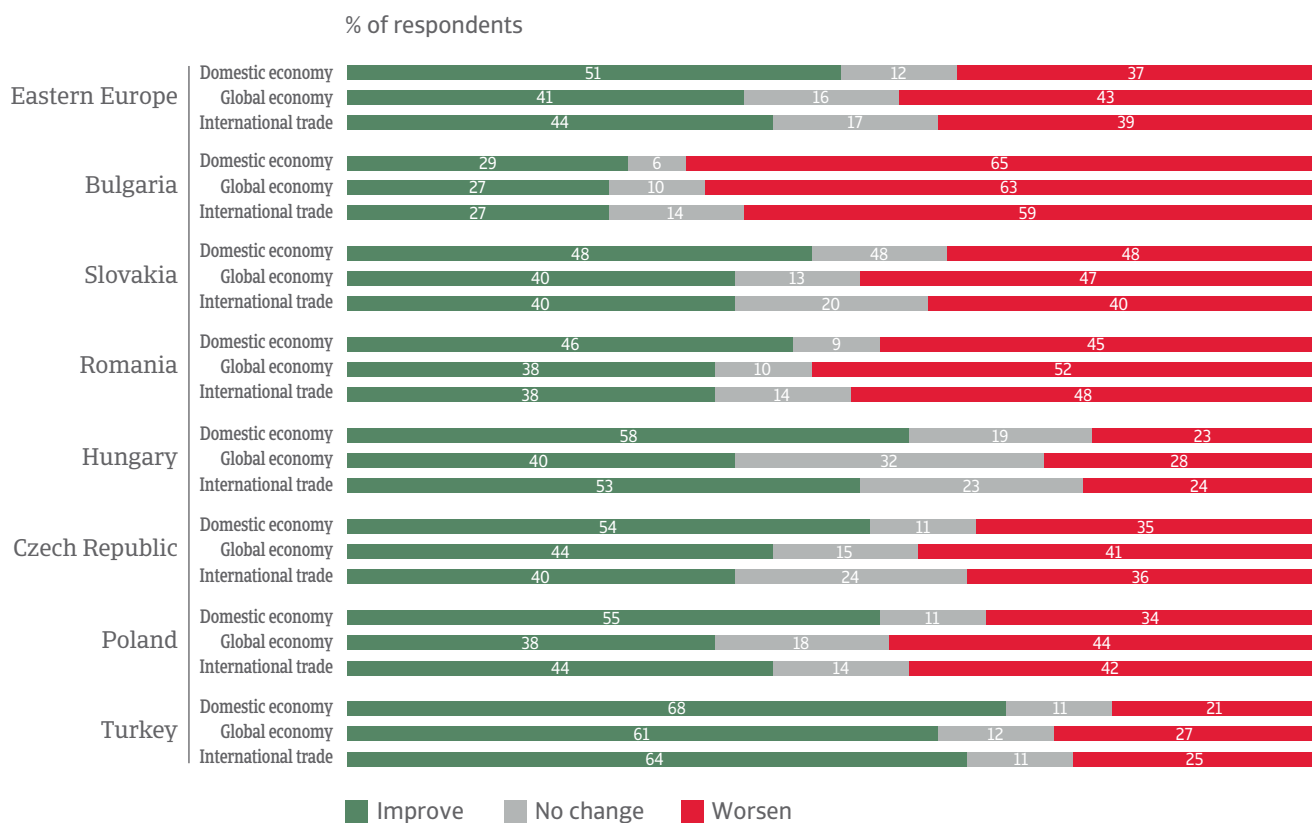
Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer eastern Europe – November 2020

By business sector / by business size

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Falling demand	45%	42%	38%	36%	45%	44%	38%	37%
Economic crisis	38%	33%	41%	45%	33%	38%	41%	41%
Adequate cash flow	34%	40%	32%	37%	37%	36%	34%	40%
Costs containment	36%	40%	43%	32%	39%	37%	31%	42%
Outstanding invoices collection	41%	30%	35%	39%	33%	34%	43%	32%

Sample: all interviewed companies (active on domestic and export markets)
 Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: expected changes in the domestic, global economy and in international trade in 2021



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

By business sector / by business size

Domestic economy

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Improve	55%	53%	51%	43%	51%	51%	53%	49%
No change	10%	13%	13%	11%	14%	12%	12%	7%
Worsen	33%	34%	36%	46%	35%	36%	34%	44%

Global economy

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Improve	44%	42%	40%	36%	43%	41%	46%	
No change	15%	18%	15%	15%	18%	16%	19%	
Worsen	41%	40%	45%	50%	39%	43%	36%	

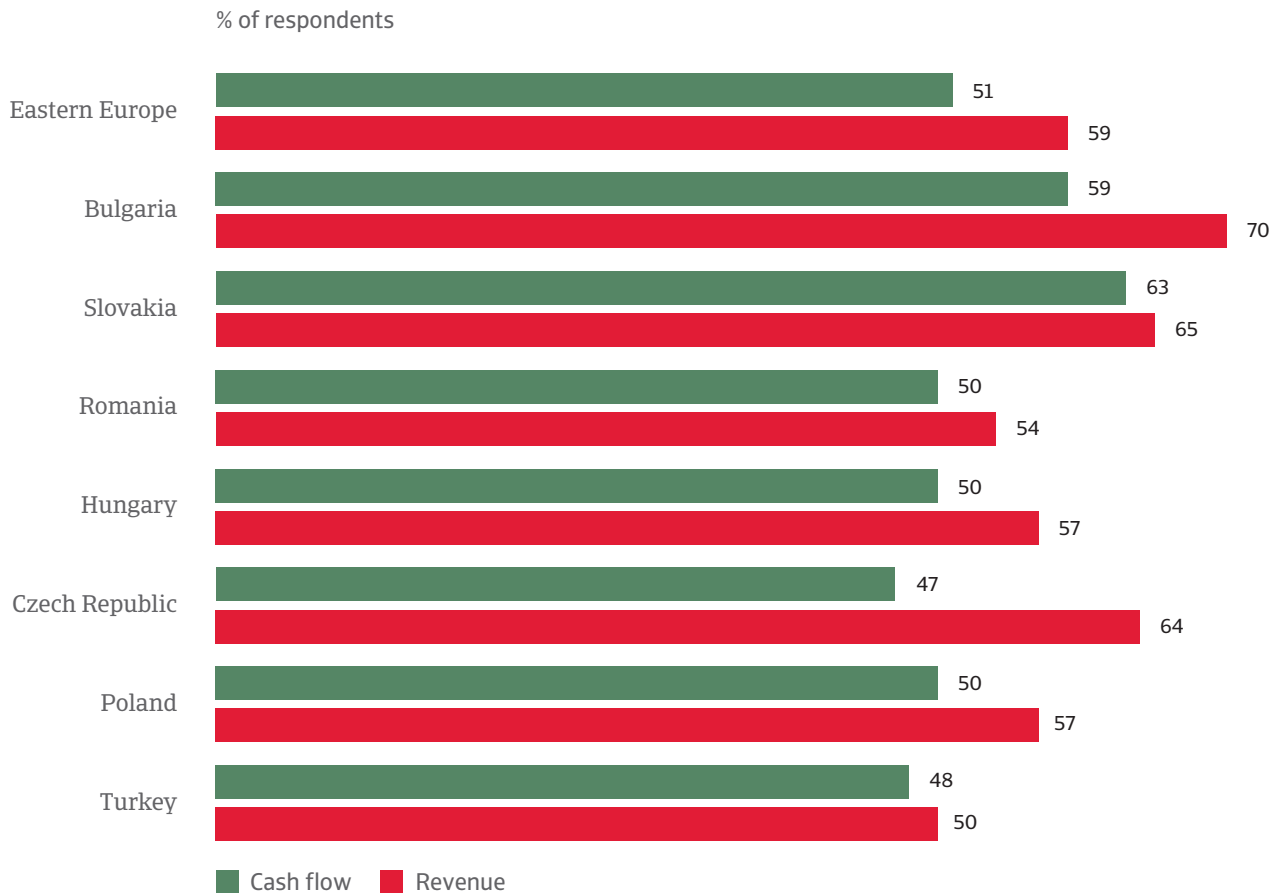
International trade

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Improve	48%	44%	40%	39%	42%	46%	50%	36%
No change	14%	19%	23%	15%	23%	17%	18%	11%
Worsen	38%	37%	37%	46%	35%	38%	33%	52%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: % of respondents reporting negative impact of COVID-19 pandemic-induced economic crisis on business revenue and cash flow



Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer eastern Europe – November 2020

By business sector / by business size

Cash flow

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Negative impact	48%	55%	49%	52%	50%	49%	51%	53%
No impact	33%	29%	31%	37%	37%	37%	32%	23%
Positive impact	18%	16%	20%	11%	13%	14%	17%	23%

Revenue

	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Negative impact	57%	60%	62%	60%	62%	63%	59%	53%
No impact	25%	24%	22%	31%	27%	23%	26%	25%
Positive impact	25%	24%	22%	31%	27%	23%	26%	25%

Sample: all interviewed companies (active on domestic and export markets)
Source: Atradius Payment Practices Barometer eastern Europe – November 2020

Eastern Europe: % of respondents reporting negative impact of COVID-19 pandemic-induced economic crisis on business profitability



Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

By business sector / by business size

Profitability	Business sector				Business size			
	Manufacturing	Wholesale	Retail / Distribution	Services	Micro enterprise	SME (Small enterprise)	SME (Medium enterprise)	Large enterprise
Negative impact	49%	49%	49%	49%	49%	49%	49%	49%
No impact	33%	33%	33%	33%	33%	33%	33%	33%
Positive impact	18%	18%	18%	18%	18%	18%	18%	18%

Sample: all interviewed companies (active on domestic and export markets)

Source: Atradius Payment Practices Barometer eastern Europe – November 2020

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