

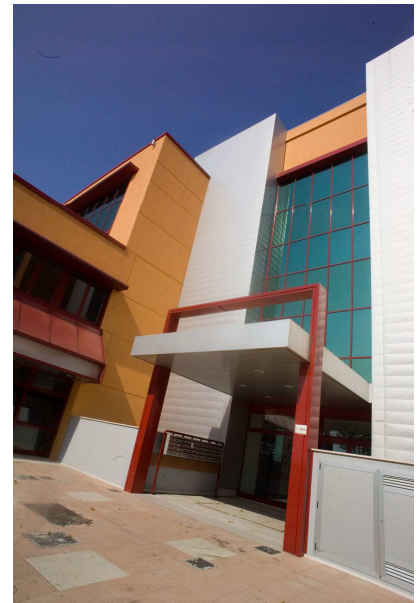
PROFILE

For more than 15 years Agecredit have been provided services for problematic credit management. Agecredit is a qualified partner for large enterprises and even national wide bodies in sectors such as Banking, Financing, Leasing, Utilities, Telecommunication, Editorial, Services and Commercial.

All activities are planned with a great attention to transparency and care of our clients' image and with an absolute respect of the national and EU laws.

Our company is able to provide services addressed to and established according to the client's needs, particularly we offer efficient tools for *Business Information*, *Call Center*, *Credit Collection* (by telephone – collecting – judicial).

Agecredit has its own organization with an internal back-office structure, a call center and its collector network.



ETHICS AND CODE OF CONDUCT

During the procedure we prioritize *the protection and the respect of the represented Body's image* starting from the most simple and operative activities up to the most difficult phase of choosing and training the staff.

Agecredit has a special *ethic code* which is issued and signed when initiating any kind of business cooperation.

Agecredit is a founder partner of the organization *UNIREC – Unione Nazionale imprese gestione crediti* (National Union for Credit Management Companies) and applies entirely the relative *code of conduct* in all activities and organisational aspects.

The management is certified by CEPAS (www.cepas.it).

The credit management process is *certified UNI EN ISO 9001:2000* which confirms our constant commitment to guarantee the highly attention in achieving the quality of the processes and the continuous improvement.

REGULATION COMPLIANCE

Anti Money Laundering - the following specific activities are organised to guarantee the respect of legal restrictions at any level and of any activity:

- Arrangement of appropriate books and documents for the historicity
- Constant audits of all receipts and takings: as explained previously, constant controls are arranged on formal and substantial regularity of all receipts issued for collecting
- Specific qualification courses for integrating each new resource and for any position
- Continuous and constant training of the entire staff, internal administration clerks, telephone collectors, collectors: periodical refresher meetings with assisting teachers specialised on specific legal matters

Privacy – The firm has a special **security policy document** in order to enforce the application of the privacy regulations (attachment F).

Several years ago, Agecredit activated and implemented different control procedures and training activities. Furthermore it has carried out some technology investments to comply with the regulations and the principle guidelines in all working phases.

In particular implementing as follows:

- When each new resource is integrated in the staff, specific courses on privacy issues for all clerks or collectors interfacing with the debtors launching the process.
- Implementation of specific training plans for officers and annual refresher courses towards all external and internal operators, call centre and collector operators.
- Periodical audit activities of the continuous respect of legal restrictions in all phases and processes, with sample verifications of the activities processing, the debtor's approach and the forms used in the contact phases.
- Periodical Due Diligence: periodical meetings to audit the enforcement of the procedures and the respect of the provisions with legal professionals specialised in rules implementation.
- Periodical audits of the information systems and website propriety with respect of the legal provisions.
- Identification of the security measurements against the risk of data destruction and loss as indicated in the security policy document (attachment F): criteria and procedures have been fixed to guarantee data integrity, IT virus protection, gathering and storage of the supports used for data back-up.
- Identification of security measures against the risk of unauthorised access: procedures to control the access to the places and for user-id assignment.
- Identification of security measures against the risk of not allowed processing. It means: periodical checks of the conditions for maintenance of the authorisations, periodical check of the conditions for the maintenance of the data access permissions.
- Programming the maintenance of the structure: systems for data processing, operative systems and software applications.

INTERNAL AUDIT

Control and audit systems have been established after the certification.

The acquired certification regulates two areas: credit recovery process and credit recovery service. The acquisition of the quality certification has entailed the processes encoding and the research of a continuous improvement.

It has also involved the introduction of internal auditing processes based on the quality control of the standard activities and the sample of informative reports.

This means a better control of organisation and processes, also in the clients' interest, and the possibility to code those procedures which improve the operative efficiency and lead to the improvement stabilisation.

The followings are carried out during the internal audit:

- Sample audits of the efficiency of all accomplished operations during the processes, to identify critical or non-functional aspects and make the necessary corrective interventions.
- Audits of the agents' discharge reports, to carry out a track down actions or to manage a new document of the dossier.
- Samples: group tests on a set of sample paperwork are carried out for each job division, where each single file is deeply analysed in group so to verify if the complete executed activity can be coherently considered efficient.

Special procedures are set in managing the critical issues:

- Management of possible disputes and complaints by the side of clients and debtors: they are handled by management only due to social and legal implications. The management runs the procedures established by the certification, respecting the coded corrective steps, also giving evidence of the procedure towards clients, consumer associations or authorities.
- Systematic check of all risk activities, specifically with reference to the collecting by the agents, the receipts issued upon collection and the remittances of the collections to clients: for these control activities a special examination organ is arranged, which carries out cross-checks and systematic controls of the most critical areas.

OUR CLIENTS

Banking and Financial Sector

Credit Institutes, Financial Operators of consumer credits and leasing find Agecredit as a competent partner able to face their credits specifically.

The entire organization is oriented both on focusing the performances and on responding to client's expectations, contributing to achieve the objectives.

As for leasing and captive, other than credit recovery and asset repossess, we also assist with analysis of the contracted asset and the concerning condition of use.

Multy-utilities Sector

We supply Utilities and companies operating in the sectors Telecommunication, Editorial and Services with efficient and flexible tools for recovery tailored to their needs, thanks to high ability of information relation and tax recovery intervention, also on heavy work-volumes and within defined areas, respecting the agreed timetable.

Commercial Sector

We provide with specific solutions and a complete range of service in order to protect the commercial credit, carrying out analysis and consultancy to identify the most appropriate activity and providing a plurality of tools with different levels of incisiveness.

Some of our main clients:

Financial Sector

BNP Paribas Lease Group
Intesa Mediofactoring spa
Compass spa
BMW Financial services
Mercedes Benz Financial Services
Agos spa
Fiditalia spa
Deutsche Bank spa
Area Riscossioni spa
Banca 24@7

Commercial Sector

Seat Pagine Gialle spa
Technogym spa
Marr spa (Gruppo Cremonini)
Cna – Confartigianato - Confcommercio
Orogel spa

Multy-utilities Sector

Telecom Italia Mobile spa
Hera spa
Enia spa
Area spa
Marche Multiservizi spa
CPL Concordia spa
Hera Comm spa

Banking Sector

Banca Popolare di Milano
BCC Romagna Cooperativa
Banca Popolare di Mantova
BCC Cavola e Sassuolo
BCC Sala di Cesenatico
BCC Forlì

SERVICES

EXTRAJUDICIAL CREDITS RECOVERY

The service includes all necessary activities for credit recovery, from the simple difficulty to the legal judgement; it is structured with regards to the different types of credit and seniority. To obtain the best result we implement an integrated process of different focused and consequential actions which are planned to meet the clients' specific needs and the progress of each single dossier.

- *Reminders and injunctions to pay personalised for each client*
- *Research and track down of untraceable or transferred debtors*
- *Phone collection pre and post collection*
- *In-house debt collection through our direct tax collection network operating in the territory*

PHONE SERVICES

It consists of a range of personalized services agreed with the client and implemented from our internal call center, in order to avoid possible contractual problems such as:

- *Payment reminders pre and post expiry date*
- *Commodity check, examination of the causes of refusal of direct debit charge (RID – Direct Inter-banking Report)*
- *Examinations of the agents' and collaborators' loyalty*
- *Assessment of good receipt / service fulfilment*
- *Realignment of accounting and contract data*
- *Track-down and check of residence*

ADMINISTRATIVE SERVICES

- *Collection management and heading negotiation of client bank account*
- *Input to client system of collections and implemented activities*
- *Computer dialogue between our system and client*
- *Optical record keeping of the documents*
- *Cumulative payment assignments on client's invoices*
- *Draft of informative dossiers supporting the credit cancelation*

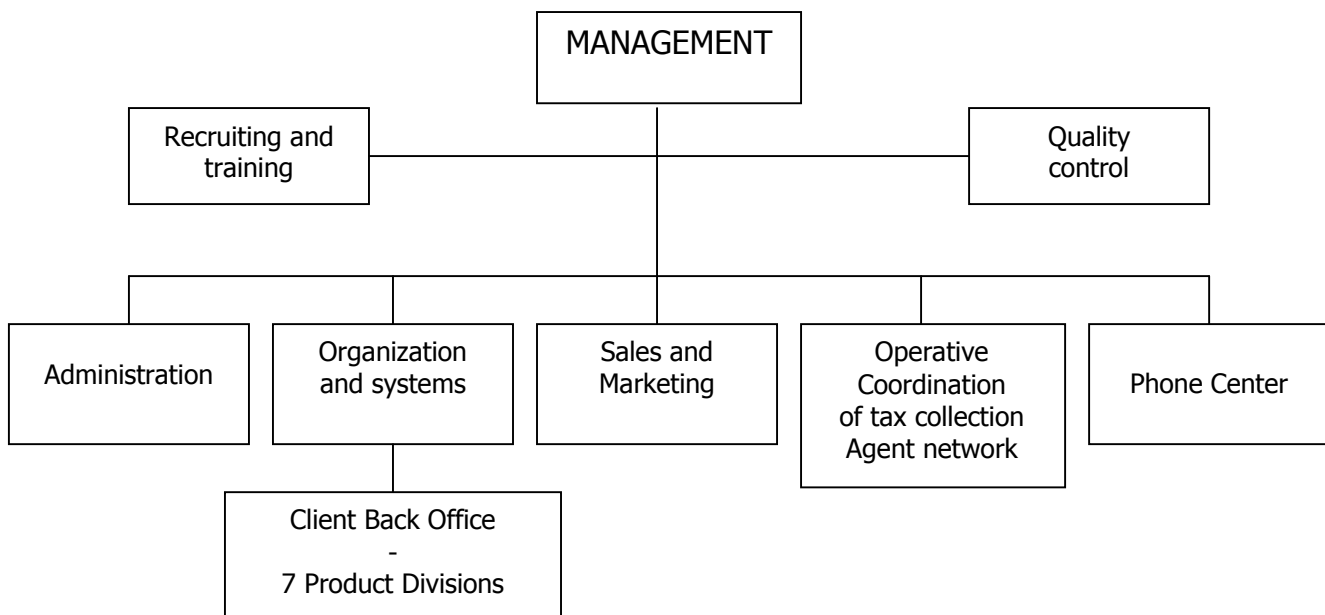
LEGAL ASSISTANCE AND JUDICIAL RECOVERY

We have an internal legal service which let us support all the phases of the listed services, also carrying out legal actions on behalf of our clients.

BUSINESS INFORMATION

Online tools for research of available business information and for valuing the assess credibility of companies/individuals

ORGANIZATION AND SYSTEMS



HUMAN RESOURCES

Administration department: 30 employees

Potential phone management employees: 70 operators

Tax collecting network: 55 agents



CORPORATE ORGANIZATION

The internal staff is organized into 7 work divisions specialized by typology of assigned credit: *a dedicated team keeps track of each client*, composed by employees skilled in the management of its own mandates.

The staff is trained to manage specifically the assigned credit through initial and specific technical courses and appointed for one or more mandates, in order to focus the customer's features and needs. This allows us to manage different credit types with the same in-depth capacity: so doing the client has the advantage to have a unique business contact/person monitoring his credit during the entire process, optimizing the actions and avoiding information loss.

The internal staff also provides efficient back-office activities and assists constantly the call center and the tax collection network for any matter.

THE PHONE CENTER

We have an internal call center, with technology high-potential, composed by resources organized in work shifts covering completely the different time slots. The personnel is organized under **certified labour contracts** permitting a strong flexibility and possibility to modulate the activities.

The current potentiality is 70 collaborators. Advanced IT systems optimize the process of the outbound calls, improving the outgoing times of the phone calls.



THE NETWORK OF COLLECTORS

We have a direct network of collectors composed by officers located around the territory, coordinated by the central office and assisted locally by area managers.

The network is widespread and composed by direct agents with circumscribed operating areas to optimize a deeper knowledge of the territory (geographically and socially) together with a major incisiveness.

Through the connection to our system, our officers are under constant control as for the working methods of the paperwork, the collections and management times; it also makes possible the immediate and useful exchange of information.

The centralized coordination, operated from our headquarters in Cesena, and the continuous control assure that the progress of all activities related to in-house collection is carried out with the maximum respect not only with regards to legal regulations but also protecting the customer's image.

The Agent Collectors are chosen under morality requirements, IT relation skills, availability to professional qualification and possibly full time.

THE INTERNAL LEGAL STRUCTURE

To optimise the extrajudicial recovery action we have an internal legal staff which can carry out directly and quickly legal actions or preliminary actions previous possibile court arbitration. This staff works however on support of all the extrajudicial actions carried out, in order to keep all opportunities arising during the negotiations.

THE INTERNAL INFORMATION AREA

We have an internal department dedicated to the information retrieval necessary to track down and manage the negotiation with a debtor.

Firstly it tracks down the debtor by providing all necessary information about the residence to the operative structure and the network.

After that, the department seeks for available information about the individual to acknowledge his patrimonial assets and to obtain an useful report for the operators who manage the position and contact the debtor, so to optimize the action.

CONTINUOUS TRAINING

All internal staff, the Phone Center operators and the collecting officers are trained and refreshed constantly through periodical side-by-side assistance, technical meetings (also on legal aspects) and in-depth courses. The training is carried out both internally and with specialized external teachers.



INNOVATIVE SYSTEMS

The focus of all our activities is Ulisse Dept Solution, a cutting edge information system which permits a perfect control and distribution of all necessary information to the entire organization, in addition to an efficient managing administration and accounting.

The system is based on a WEB Based platform which allows clients and partners to access the internal management system and to control the development of the assigned work in real time.

Our systems are equipped with tools for security and data protection, recovery disaster and digital recording of documents.



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TECHNOLOGICAL INFRASTRUCTURE

It has been carried out to guarantee high reliability of the IT services in terms of service continuity and persistence of the stored information.

The server infrastructure is composed by more physical servers on which Virtual servers are installed using the VMWARE platform.

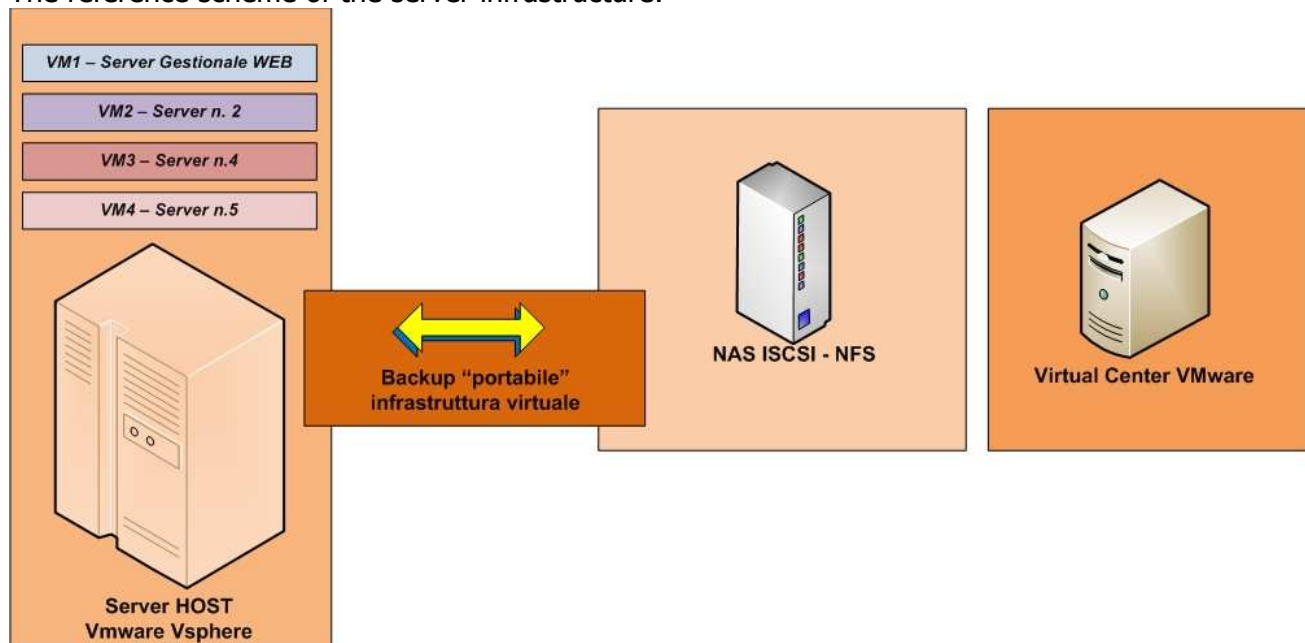
Through the platform tools VMWare, *Virtual Center Vmware* and VEEAM Backup & Replication Vmware the entire infrastructure is characterised by maximum flexibility in terms of configuration of the service performances and re-establishment of the functionalities in case of DOWN of the systems.

VMware VirtualCenter lets the Administrator create Server using personal or already existing templates, entering servers into the system ready to be used with a few mouse clicks when necessary. Moreover, it registers the events using SQL or Access database, according to the structure complexity, so to provide excellent data information to the system administrators.

The reference targets of the corporate servers are:

- Hardware: HP ML350 G6 Code: 487932-421 Processors Included: 1 Technology: Xeon Quad-Core RAM Installed: 4 GB RAM: 144 GB.
- System Software: VMWare, *Virtual Center Vmware* and VEEAM Backup & Replication, Operating systems Windows and Linux

The reference scheme of the server infrastructure:



Legend:

VM1 – Server Gestionale WEB = VM1 WEB Managerial Server

Server HOST Vmware Vsphere = Server HOST Vmware Vsphere

Backup "portabile" infrastruttura virtuale = "Portable" back-up virtual infrastructure

The technology infrastructure has been implemented in accordance with the provisions of the Legislative Decree no. 196/03 (and subsequent modifications and additions) concerning personal data protection including the management of access credentials, remote access in protective mode and traceability of the operations of the system administrators.

We have a **system for security**, data protection and recovery disaster and we are equipped with digital recording of documents. The files are duly protected with protection systems against intrusions through very high efficiency level systems. Too the technical procedures adopted have a schedule continuous back-up for data storage.

The access is protected by reserved login and password with an automatic renewal required periodically in compliance with the policy document on security.

The entire organization, the management of the dossiers and the internal and external communication of Agecredit are built upon **ULISSE DEBT SOLUTION**, a cutting edge information system permitting the control and distribution of the necessary information.

It is a **WEB BASED** system able to interface with the most widespread managerial systems. This allows and assures a fast and simplified transmission of data and information related to the assigned positions from the customers to Agecredit without any waste of time.



Ulisse Debt Solution is management software based on Web technology made by the use of Microsoft Asp.net technology.

The database is built upon Microsoft SQL server 2008.

Client installations are not required to access the procedure, being sufficient to use an internet browser. The procedure is tested using Internet Explorer 8.0 and Mozilla Firefox 3.x. The minimum screen resolution required is 1024x768 pixels. The prints are made in pdf-format therefore an appropriate viewer is required.

Online web access: ULISSE system is made up of a WEB platform so that our files are online for our clients and our collaborators.

Therefore it is possible to access the internal systems anytime and overlook the development of the assigned work in real time.

The same platform is also used by the collecting network to get adjournments or documents directly on-site and in real time, so assuring the availability of fresh and constantly updated information.

Option to control single and aggregated data: The system also permits to get until 4 types of different statistics of your dossiers anytime, in order to allow a further method of check not only of single positions but also of aggregated data.

Merit criteria assigning the dossiers based on result achievement: This information system also let to recognize the best operators' performances by product, so to guarantee that your positions are managed by the most skilled and successful operators (phone retrievers and collectors).

15-April-2011