

Dear customer,

We assure you that we shall process your orders with the greatest possible care! We **guarantee** this with our good name, more than 30 years' experience, trained staff and highly specialised contractual solicitors in Germany and Austria.

Nevertheless, we cannot completely overcome the language barriers between our businesses. To guarantee a smooth operation, we would like to give you the following advice:

1. Pre-legal processing take place, as a rule, within 2 – 6 weeks. You will receive an order confirmation with a reference number from us, in your own language.
2. The payments made to us by your debtors will be settled daily and transferred to you. It is not necessary for your business to have a German bank account; it could however save you and us some bank charges.
3. Should legal proceedings be necessary, our lawyers need a separate power of attorney which will be sent to you in your language. You will subsequently be informed about all important events – in your language. We would like to point out at this juncture that legal proceedings may take several months.
4. Should you still wish to contact us or give us additional instructions or communications on individual cases, we have listed a few standard cases below, which may make cooperation between you and us considerably easier. **This is particularly important if the debtor is makes payments directly to you.** We must be informed about this as quickly as possible! Please always quote our reference number that we gave you with the order confirmation.

**Instruction/communication** to reference number: RZ \_\_\_\_\_

- : On \_\_\_\_\_ our debtor transferred a payment of \_\_\_\_\_ directly to us.  
(Please also give the currency!)
- : On \_\_\_\_\_ our debtor returned goods to the value of \_\_\_\_\_ to us.  
(Please also give the currency!)
- : Due to the payment/return of goods, we wish to cease further action.
- : In the above matter we would like only pre-legal and not legal processing of our outstanding claims.

**AKTIVA – Your debt recovery in safe hands!**

**AKTIVA**  
INKASSOBÜRO