

# EH SMARTVIEW USER GUIDE



A company of **Allianz** 

 EULER HERMES

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# Getting started with EH SmartView

EH SmartView is Euler Hermes' secure online risk monitoring tool that gives you direct access to our exclusive market knowledge on your customer portfolio through a range of risk-based reports.

It is designed to benefit key personnel in financial, credit or risk management who need to monitor their accounts-receivable risks from a central perspective. You can review client risk and capture growth opportunities with comprehensive management reports for informed decision-making.

And with the daily data refresh, **managing risk** and **optimising opportunities** has never been easier and more accurate!

With EH SmartView, you can:

## Gain a deeper understanding of your buyer portfolio to enhance your risk management

- Discover your **buyer and country risk profiles**
- Analyse the **acceptance rate** of your different EH policies by buyer grade, trade sector or policy
- Identify any changes in the **creditworthiness** of your buyers
- Identify any changes to the **risk profile of countries** covered under your policies
- Consult your **consolidated credit insurance** capacity on buyers that are part of a group of companies
- Gain access to Euler Hermes unique market knowledge with our grading of your buyers.

## Enhance your policy overview

- Monitor your **outstanding credit limit** requests
- Review your **Top Exposures** (20 maximum)
- Examine how your **coverage** has evolved over time
- Keep an eye on the **speed of our response** to your credit limit requests
- Review changes to your credit limits over time.

## Customise your risk monitoring

- Filter by **month, policy, trade sector or by grade** and select the currency in which you want the results displayed
- **"Drill-down"** on the reports for more detailed information
- Download your **risk management reports** with .xlsx and .pdf exports
- Organise and group your EH policies into **Policy Groups**
- Modify user access to your EH policies through **Policy User Access**.

## Access to EH SmartView

EH SmartView is designed for Internet Explorer versions 7 and above, Mozilla Firefox and Google Chrome. Before launching the tool, please make sure that you disable your browser's pop-up blocker.

Your secure EOLIS account allows you to access EH SmartView from any computer with an internet connection and a standard browser. From your EOLIS desktop, under the 'Useful links' tab, click on the EH SmartView link.

## EH SmartView dashboard: your access to easy risk monitoring

Once you've logged-on to your EH SmartView homepage...

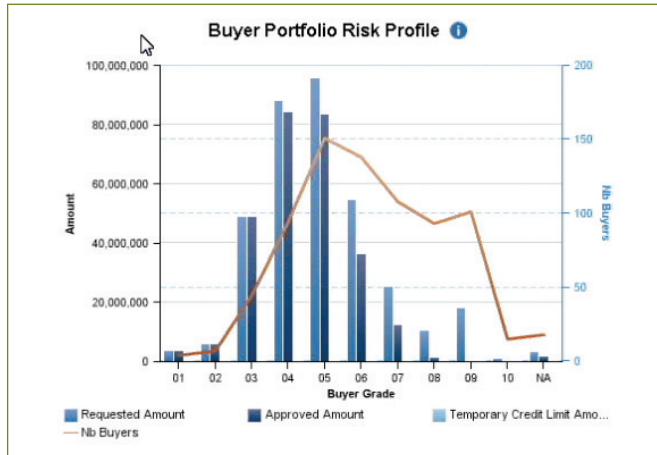
The screenshot shows the EH SmartView dashboard interface. Key components are labeled as follows:

- User Menu:** Located in the top right corner, containing icons for user profile, messages, help, and refresh.
- Main Menu:** A horizontal bar below the header with dropdown menus for 'Acceptance Rate', 'Buyer Risk Profile', and 'Exposure / Response Time'.
- Criteria Panel:** A sidebar on the left containing filters for 'Period' (Jan 2014), 'Currency' (GBP), and 'Policy' (listing various WHRLPOOL EUROPE S.R.L. policies).
- Home:** A button in the top left of the main content area.
- Buyer Portfolio Risk Profile:** A dual-axis chart showing 'Amount' (left axis, up to 100,000,000) and 'Nb Buyers' (right axis, up to 200) across 'Buyer Grade' (01 to 14).
- Exposure Month-by-Month:** A bar chart showing 'Approved Amount' (up to 300,000,000) from 2013-01 to 2013-12.
- Acceptance Rate:** A bar chart showing 'Acceptance Rate' (0% to 100%) from 2013-01 to 2013-12.
- Response Time:** A pie chart showing 'Ib Decisions in %'.
- Main Dashboard:** A vertical label on the right side of the dashboard area.
- Legal:** A label at the bottom right of the dashboard area.

... the EH main dashboard summarises your policy portfolio using four graphs:

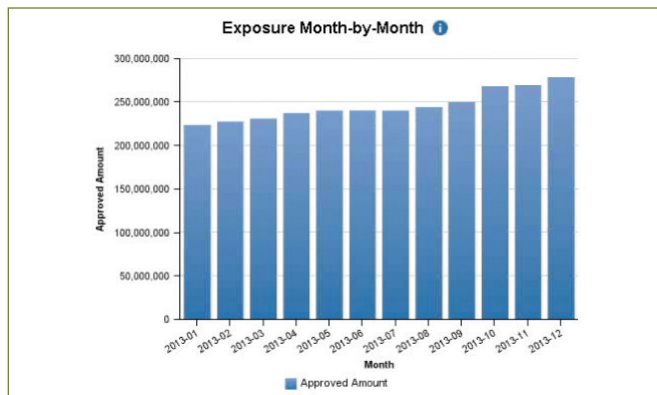
**1) Your Buyer Portfolio Risk Profile:**

This report gives you an overview of your spread of risk, displaying the distribution of your credit limits by buyer grade.



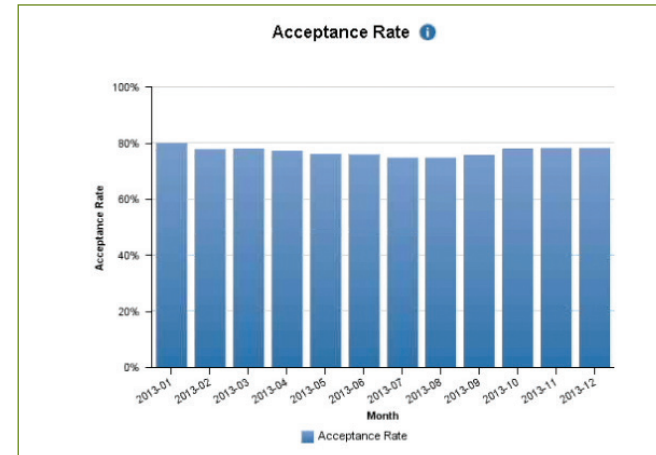
**2) Your Exposure Month-by-Month:**

This report shows the evolution of the total amount of credit limits over last 12 months.



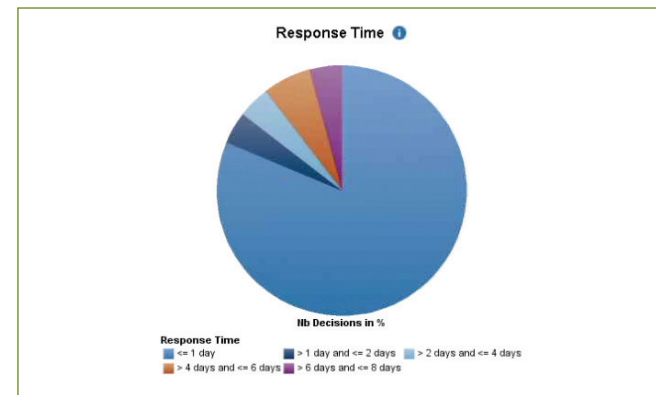
**3) Your Acceptance Rate:**

This report shows how your cumulative acceptance rate has evolved during the last 12 months (Acceptance Rate = Approved Amount / Requested Amount).

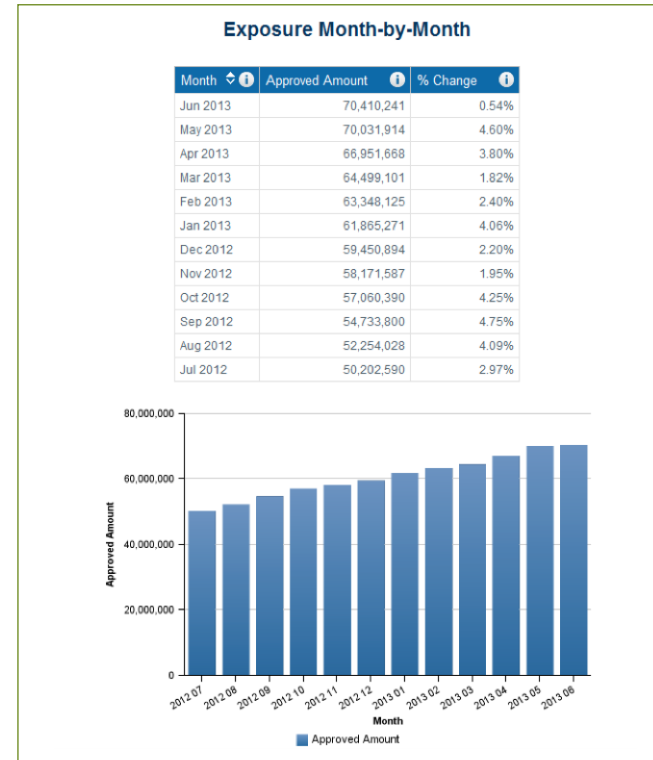
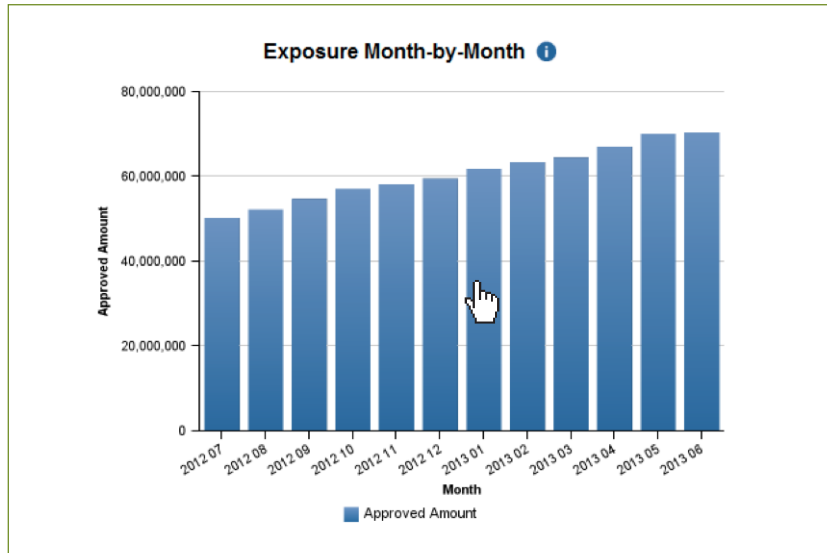


**4) EH Response Time:**

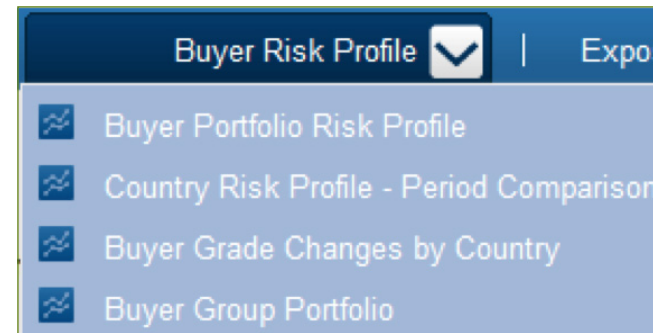
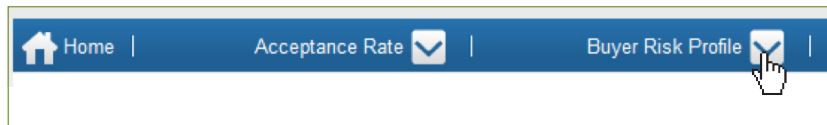
This report allows you to analyse Euler Hermes' response times to your monthly credit limit requests.



You can access the detail of any one of these main reports simply by clicking on the charts or diagram in the main dashboard.



To access any other report, simply choose the report from the main menu:



## Refine your risk monitoring with the criteria panel selection field

This section allows you to filter your reports to answer your specific risk monitoring needs. You may choose:

**Last data refresh: Jan 17, 2014**

**Period:** Jan 2014

**Currency:** EUR

**Policy:**

- ARROW ECS
- | - Active
- | - | - WP30400006
- | - | - WP30400009
- Groupe Parent 1
- | - Groupe 1
- | - | - WP30400006
- Groupe Parent 2
- | - Groupe 2
- | - | - WP30400009

[Select all](#) [Deselect all](#)

**Display:**

- Table
- Chart

**Validate**

*Callouts:*

- You can also hide this section to focus on your reports. Simply click on the upper-right side arrow.
- The desired month
- The currency best suited to the analysis of your export trade receivables
- The Policy to focus your reports on specific EH Policies
- The type of display you wish to see

Once your filters are in place, click on "Validate" to access your customised reports. In these reports, you can get the 24 months history of your credit limit activity under your Euler Hermes policy.

## Go deeper into your risk management with EH SmartView's drill-down capabilities

Some reports allow you to "drill-down" into greater detail, by grade, trade sector or country, simply by clicking on the hyperlinks present in the report.

**Buyer Portfolio Risk Profile**

*Comparison with previous period*

Buyer grade	Nb Buyers	Requested Amount	Approved Amount	Approved Amount %	Acceptance Rate	Temporary Credit Limit Amount
01	10	9,820,000	9,820,000	4.46%	100.00%	0
02	12	4,308,962	4,157,962	1.89%	96.50%	0
03	35	28,875,493	27,499,493	12.50%	95.23%	0
04	123	36,944,240	31,383,038	14.26%	84.95%	0
05	184	58,131,202	46,916,936	21.33%	80.71%	0
06	179	88,548,462	66,872,341	30.40%	75.52%	0
07	79	26,578,656	16,471,494	7.49%	61.97%	75,000
08	34	4,461,139	3,725,734	1.69%	83.52%	0
09	9	2,196,962	1,241,962	0.56%	56.53%	0
10	26	3,570,000	2,922,500	1.33%	81.86%	0
NA	54	14,649,810	8,992,310	4.09%	61.38%	0
<b>Total</b>	<b>745</b>	<b>278,084,926</b>	<b>220,093,769</b>	<b>100.00%</b>	<b>79.11%</b>	<b>75,000</b>

Here, in your Buyer Portfolio Risk Profile, click on any grade to gain access to the detailed report of the underlying credit limits.

**Buyer Portfolio Risk Profile - Grade Detail**

Policy Id	Policy Holder Name	Buyer Id	Your Reference	National Id	Buyer Name	Country	Buyer grade	Country Grade	Currency	Requested Amount	Approved Amount	Acceptance Rate	Temporary Credit Limit Amount
163027701	MIDWICH LIMITED	505906		CRO 00096056	FLUTSU SERVICES LIMITED	United Kingdom	03	AA1	GBP	1,500,000	1,500,000	100.00%	0
163027701	MIDWICH LIMITED	1116469		CRO 00434724	REXEL UK LIMITED	United Kingdom	03	AA1	GBP	80,000	80,000	100.00%	0
163027701	MIDWICH LIMITED	1338288	SIDV	SIREN 325720687	REAL	France	03	AA1	GBP	25,443	25,443	100.00%	0
163027701	MIDWICH LIMITED	1339171	SIDV	SIREN 398403955	COE DISTRIBUTION	France	03	AA1	GBP	42,405	42,405	100.00%	0
163027701	MIDWICH LIMITED	1350142	MID 506151 LN	CRO 01511931	MICRO P LIMITED	United Kingdom	03	AA1	GBP	150,000	150,000	100.00%	0
163027701	MIDWICH LIMITED	1366531	TP 709373	CRO 00442696	LYRECO UK LIMITED	United Kingdom	03	AA1	GBP	100,000	100,000	100.00%	0
163027701	MIDWICH LIMITED	1377361	OWL 716543 LN	CRO 90253848	FES LIMITED	United Kingdom	03	AA1	GBP	150,000	150,000	100.00%	0
163027701	MIDWICH LIMITED	2015832	MID 120711 LN	CRO 02174990	SOFTCAT LIMITED	United Kingdom	03	AA1	GBP	600,000	600,000	100.00%	0
163027701	MIDWICH LIMITED	2016188	MID 111086 LN	CRO 02275625	COMPUTERLAND UK LIMITED	United Kingdom	03	AA1	GBP	300,000	300,000	100.00%	0
163027701	MIDWICH LIMITED	2855112	MID 103985701692 LN	CRO 02579852	INSIGHT DIRECT (UK) LTD	United Kingdom	03	AA1	GBP	1,500,000	1,500,000	100.00%	0
163027701	MIDWICH LIMITED	2856692	MS 720729 LN	CRO 02585807	SECOM PLC	United Kingdom	03	AA1	GBP	70,000	70,000	100.00%	0
163027701	MIDWICH LIMITED	2884723	Slidev 1439	SIREN 347422867	COJEXA	France	03	AA1	GBP	100,000	50,000	50.00%	0
163027701	MIDWICH LIMITED	2958170	MID 706484 LN	CRO 02533653	ADVENT DATA LTD	United Kingdom	03	AA1	GBP	800,000	800,000	100.00%	0
163027701	MIDWICH LIMITED	3855988	FR	SIREN 394451223	INFOMIL	France	03	AA1	GBP	100,000	100,000	100.00%	0

## Export any EH SmartView reports for a customisable experience

All reports and charts may be downloaded in PDF and Excel format; perfect to complete and customise any credit or risk management report. To do so, simply click on the corresponding icon to download the report onscreen:



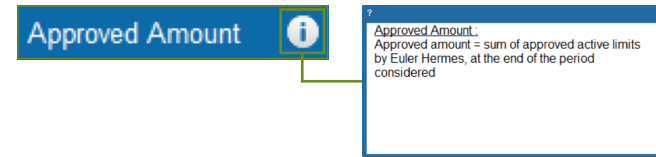
## Manage smart user access

Each EH SmartView customer gets an administrative user that allows you to easily provide appropriate access to SmartView for different users within your organisation through an **administration module** in your user menu:

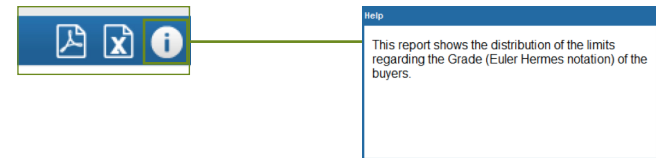


## Helping you every step of the way

Information icons are present next to every key performance indicator...



... as well as on the user menu...



... in order to give you a full and precise definition of what you are looking at.

Finally, to gain access to the detailed user guide, click on the "?" icon on the top right of your screen, next to the administration module icon:



## Log out

To log-out, simply click on the exit sign icon in the user menu:



## Help

For any questions about the tool and its use, please contact your account manager.



# Gaining a better understanding of EH SmartView

The comprehensive EH SmartView reports provide a complete overview of your customers' risk profile. To gain a deeper understanding on your buyer portfolio and gain access to Euler Hermes unique market knowledge, you can "drill-down" into different reports.

## 1. An example of the different drill-down options

Let's take a closer look at the Buyer Portfolio Risk Profile.

You will see several hyperlinks that lead you to different drill-down reports for more detail. These enable you to gain a deeper understanding of your Buyer Portfolio Risk Profile:

Period comparison

**Buyer Portfolio Risk Profile**  
Comparison with previous period

Buyer Grade	Nb Buyers	Requested Amount	Requested Amount %	Approved Amount	Approved Amount %	Acceptance Rate	Temporary Credit Limit Amount
01	4	2,537,000	1.05%	2,537,000	1.36%	100.00%	0
02	7	3,913,000	1.61%	3,913,000	2.09%	100.00%	0
03	47	32,929,400	13.57%	32,929,400	17.61%	100.00%	0
04	95	58,957,301	24.29%	56,377,301	30.15%	95.62%	0
05	156	65,507,060	26.99%	56,859,760	30.41%	86.80%	0
06	142	37,358,422	15.39%	24,278,252	12.98%	64.99%	0
07	106	16,650,460	6.86%	7,829,440	4.19%	47.02%	0
08	98	10,112,804	4.17%	836,780	0.45%	8.27%	0
09	101	12,053,803	4.97%	124,700	0.07%	1.03%	0
10	15	534,060	0.22%	13,760	0.01%	2.58%	0
NA	19	2,145,700	0.88%	1,265,700	0.69%	59.92%	0
<b>Total</b>	<b>789</b>	<b>242,699,010</b>	<b>100.00%</b>	<b>186,985,092</b>	<b>100.00%</b>	<b>77.04%</b>	<b>0</b>

Total requested amount

Total approved amount

Temporary credit limit amount

Each detailed report gives you a slightly different perspective on your customer risk, as you can see in the following examples.

## By Buyer Grade

You may click on the total, which will list your buyers by grade, or choose a specific buyer grade, which will give all of your buyers under that particular grade. If you click on buyer grade 2, you will see the details of your buyers with a grade 2 (see page 14 for an explanation of Euler Hermes grades).

Buyer Grade

01

02

03

04

05

06

07

08

09

10

NA

Total

Buyer Portfolio Risk Profile - Grade Detail															
Policy Id	Policy Holder Name	Buyer Id	Your Reference	National Id	Buyer Name	Country	Buyer Grade	Country Grade	Currency	Requested Amount	Approved Amount	Acceptance Rate	Temporary Credit Limit Amount	Temporary Credit Limit Expiry Date	Limit Conditions
0000000001	My Company Name	287	MyOwnRef 287	FR 287	My Buyer Name 287	France	02	AA1	GBP	43,000	43,000	100.00%	0		
0000000001	My Company Name	6777	MyOwnRef 6777	FR 6777	My Buyer Name 6777	France	02	AA1	GBP	774,000	774,000	100.00%	0		
0000000001	My Company Name	6779	MyOwnRef 6779	IE 6779	My Buyer Name 6779	Ireland	02	AA3	GBP	1,290,000	1,290,000	100.00%	0		
0000000001	My Company Name	14468	MyOwnRef 14468	FR 14468	My Buyer Name 14468	France	02	AA	GBP	516,000	516,000	100.00%	0		
0000000002	My Company Name	1657	MyOwnRef 1657	BE 1657	My Buyer Name 1657	Belgium	02	AA2	GBP	430,000	430,000	100.00%	0		
0000000002	My Company Name	1658	MyOwnRef 1658	BE 1658	My Buyer Name 1658	Belgium	02	AA	GBP	430,000	430,000	100.00%	0		
0000000002	My Company Name	1683	MyOwnRef 1683	BE 1683	My Buyer Name 1683	Belgium	02	AA2	GBP	430,000	430,000	100.00%	0		
<b>Total</b>										<b>3,013,000</b>	<b>3,013,000</b>	<b>100.00%</b>	<b>0</b>		

## By Total Approved Amount

Click on the total of the approved amount of your credit limit requests to get the detailed Buyer Risk Profile by Amount report, organised by grade and by policy (as seen below).

Approved Amount

2,537,000

3,913,000

32,929,400

56,377,301

56,859,760

24,278,252

7,829,440

836,780

124,700

13,760

1,285,700

186,995,082

Buyer Risk Profile by Amount - Approved Amount												
	01	02	03	04	05	06	07	08	09	10	NA	Policy Total
0000000001	1,247,000	2,623,000	29,472,200	51,217,301	47,395,460	20,812,430	7,081,240	587,380	21,500	0	920,200	161,377,711
0000000002	1,290,000	1,290,000	3,457,200	5,160,000	9,464,300	2,683,222	447,200	249,400	0	0	365,500	24,406,822
0000000003					0	782,600	301,000			103,200	13,760	1,200,560
<b>Grade Total</b>	<b>2,537,000</b>	<b>3,913,000</b>	<b>32,929,400</b>	<b>56,377,301</b>	<b>56,859,760</b>	<b>24,278,252</b>	<b>7,829,440</b>	<b>836,780</b>	<b>124,700</b>	<b>13,760</b>	<b>1,285,700</b>	<b>186,985,092</b>

## By Period Comparison

Click on "Comparison with previous period" to see how your cover has changed since the end of the previous month.

Buyer Portfolio Risk Profile						
Comparison with previous period						
Buyer Grade	Nb Buyers	Requested Amount	Approved Amount	Approved Amount %	Acceptance Rate	Temporary Credit Limit Amount
01	4	2,537,000	2,537,000	1.36%	100.00%	

Comparison (%)				
Nb Buyers	Requested Amount	Approved Amount	Acceptance Rate	Temporary Credit Limit Amount
	0.00%	0.00%	0.00%	0.00%
	0.00%	0.00%	0.00%	0.00%
	4.44%	0.59%	0.59%	0.00%
	1.06%	0.19%	0.20%	0.01%
	3.31%	2.49%	1.91%	-0.56%
	2.90%	2.53%	0.53%	-1.94%
	-1.85%	-2.02%	-4.01%	-2.02%
	5.38%	46.27%	-1.02%	-32.33%
	0.00%	0.36%	-40.82%	-41.03%
	0.00%	0.00%		
	5.56%	4.18%	7.17%	2.87%
<b>Total</b>	<b>2.07%</b>	<b>2.45%</b>	<b>0.63%</b>	<b>-1.77%</b>

## 2. Which reports do I choose?

### a. Definition of Terms

- A **Credit Limit** is the maximum amount of credit that a supplier will extend to a buyer.
- An **Acceptance Rate** is the approved credit limit amount percentage in relation to the requested credit limit amount (i.e. Acceptance rate = Approved Amount divided by Requested Amount).
- A **Requested Credit Limit Amount** (or requested amount) is the amount of cover that you have requested from us.
- An **Approved Credit Limit Amount** (or approved amount) is the amount of cover approved by us.
- The **Euler Hermes Buyer Grade** is an indicator of the financial health and credit-worthiness of your buyers to predict their default risk.
- The **Euler Hermes Country Risk Rating** is an indicator of the country's political, environmental and economic risk.
- An **Active Credit Limit** is a positive credit limit which has not yet expired nor been cancelled by the policyholder and nil limit not older than 24 months.
- A **Temporary Limit** is an approved credit limit with a validity end date.

### b. Report definition

#### Acceptance Rate Reports

- **Acceptance Rate:** This report shows the changes in the acceptance rate for active credit limits during the last 12 months.
- **Acceptance Rate by Trade Sector:** This report shows the acceptance rate for credit limits in your buyer portfolio by trade sector.
  - **Acceptance Rate by Trade Sector – Detail:** This report shows the individual credit limits with their acceptance rates for buyers in the selected trade sector.
- **Acceptance Rate by Policy:** This report shows the acceptance rate for credit limits in your buyer portfolio by policy.
- **Acceptance Rate by Grade:** This report shows the acceptance rate for credit limits in your buyer portfolio by grade.
  - **Acceptance Rate by Grade – Detail:** This report shows the individual credit limits with their acceptance rates for buyers in your portfolio with the selected grade.

## 2. Which reports do I choose? (continued)

### Buyer Risk Profile

- **Buyer Portfolio Risk Profile:** This report shows the distribution of the limits by buyer grade.
  - **Buyer Portfolio Risk Profile – Period Comparison:** This report shows the limits of distribution by buyer grade and compares the cover between the two selected months.
  - **Buyer Portfolio Risk Profile – Grade Detail:** This report shows the individual credit limits in your buyer portfolio by grade.
  - **Buyer Portfolio Risk Profile – Policy Detail – Requested Amount:** This report shows the total value of credit limit amounts requested by policy and buyer grade.
  - **Buyer Portfolio Risk Profile – Policy Detail – Approved Amount:** This report shows the total value of credit limit amounts approved by policy and buyer grade.
  - **Buyer Portfolio Risk Profile – Policy Detail – Temp. Credit Limit Amount:** This report shows the temporary credit limit amount by policy and buyer grade.
  - **Buyer Portfolio Risk Profile – Temporary Limit Detail:** This report shows the detail by grade and by policy of the temporary credit limits in the buyer portfolio, for the selected month.
- **Buyer Grade Changes by Grade:** This report shows the buyers for which the grade has changed during the selected month.
  - **Buyer Grade Changes by Grade:** This report shows the number of buyers for which the grade has changed during the selected month.
- **Country Risk Profile – Period Comparison:** This report shows credit limits according to the Euler Hermes country risk rating and displays the difference between the two selected periods.
  - **Buyer Detail Country Grade:** This report shows the individual credit limits in your buyer portfolio by country risk rating.
  - **Buyer Detail Country Grade – Compared Period:** This report shows the individual credit limits in your buyer portfolio by country risk rating and displays the difference between two periods.
- **Buyer Grade Changes by Country:** This report shows the number of buyers, by country, for which the buyer grade has changed during the selected month in the criteria panel.
  - **Buyer Grade Changes by Country – Buyer Detail (all changes):** This report shows the buyer detail, by country, for which the buyer grade has changed during the selected month.
- **Buyer Group Portfolio:** This report shows the credit limits and the corresponding acceptance rates on buyers that are part of a group organisation.
  - **Buyer Group Portfolio – Detail:** This report shows the detail of credit limits and the corresponding acceptance rates grouped by buyer or policy.

### Top Exposure/Response Time

- **Top Exposure:** This report shows the buyers in your portfolio for which you have the largest approved credit limits (20 maximum).
- **Exposure Month-by-Month:** This report shows the history of the total value of your portfolio's approved credit limits over a 12 months period.
- **Response Time:** This report shows an analysis of response times for credit limit requests during the selected month.
- **Credit Limit Request Activity:** This report shows the number of credit limits requested over the previous 12 months from the month selected in the criteria panel.
  - **Activity – Outstanding Credit Limit Requests:** This report shows the detail of credit limit requests for which a decision is still outstanding.

### 3. Administration module

This next section is dedicated to the user with administrative access to EH SmartView

The administrative user can access an administrator module that allows them to manage their different policy grouping as well as user access to their policies. The administrator can also modify language settings for the different EH SmartView users.

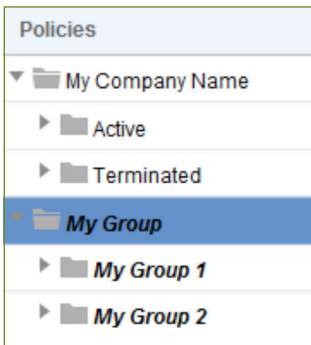
#### Access to the administration module

To access the administration module, simply click on the “key” icon that figures in the user menu.



#### Policy Grouping

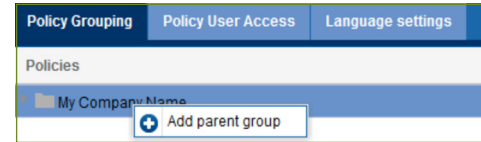
This section helps you organise and group your different Euler Hermes policies. All of your policies, both active and terminated, are regrouped in a default policy parent group folder labelled with your company name. By default, you will find another parent group (My Group) and two subgroups (My Group 1 and My Group 2) that you can use to create a policy hierarchy.



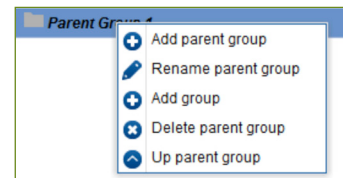
To create a new parent group, simply right click the default parent group, My Group, and select “Add parent group”.

N.B. Any changes made via the EH SmartView administration module are actioned overnight and will take effect on the following day.

#### Name your new parent group

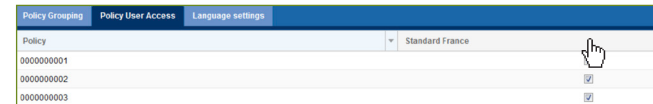


Once your parent group has been created, right click on its folder to: create a new parent group, rename the parent group, add a group, delete a parent group, or change its position in the Policy Grouping section.



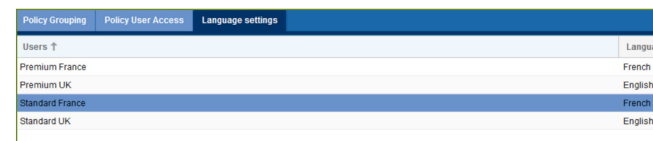
#### Policy User Access

Once additional user accesses have been created, you can control which policies they may see in EH SmartView. Simply check or uncheck the boxes next to the policy number.



#### Language settings

Choose the language settings of your user accesses in the language setting section.



# Understanding the different EH grades

In the different EH SmartView reports, you will come across two different types of grade: the **EH Buyer Grade** and the **EH Country Risk Rating**. The first helps you understand the financial health and credit-worthiness of your different buyers, where the second analyses the economic and political environments of a country. These two grades are at the heart of Euler Hermes knowledge and will help you to predict and avoid businesses and markets that may present a greater risk, as well as help you capture growth opportunities.

## 1. EH Buyer Grade

Our Euler Hermes Buyer Grade analyses the financial health and credit-worthiness of your buyers to predict their default risk.

**We allocate each of those customers a 'grade' that reflects the health of their activity and the way they conduct business.**

To obtain your buyer grade, Euler Hermes risk underwriters combine exclusive Euler Hermes information with publicly available information.

### Exclusive Euler Hermes information:

- Client information
- Payment performance data
- Network of risk information gathering
- Specialist investigation teams

### Publicly available information:

- Firms/Partnerships
- Limited companies
- Registered payment defaults
- Credit reference agencies

This data is analysed and implemented in our worldwide database, helping us monitor over 40 million companies around the world.

This database rates the default risk of your buyers from 1 being the lowest risk, to 10 being the highest.

The meaning of each EH Buyer Grade is summarised in the table opposite.

Grade	Meaning	Probability of loss
1	Exceptional	Virtually no risk of loss
2	Very strong	Minimal risk of loss
3	Strong	Low risk of loss
4	Good	Below average risk of loss
5	Average	Average risk of loss
6	Watch	Above average risk of loss
7	Weak	Increased risk of loss
8	Distressed	High risk of loss
9	Uninsurable	Very high risk of loss
10	Fail	

**Grade NA – This grade is given to un-invoiceable companies (generally non-trading companies, like holdings)**

Based on this risk assessment, each of your customers is then granted a specific credit limit up to which you can trade and be able to claim should something go wrong. This limit can be revised upward or downward as new information becomes available.

## 2. EH Country Risk Rating

In addition to the EH Buyer Grade, the EH Country Risk Rating analyses the country's political, environmental and economic risk. It is the combination of two components:

**The long-term risk (country risk grade)**, which results from a combination of three sub-ratings:

the Structural Business Environment (SBE), which measures the wellbeing of the business environment; the political risk; and the macroeconomic risk. These three sub-ratings are combined to give the final country rating represented by letters. AA represents the lowest long-term risk and it goes down to A, BB, B, C and D, representing the highest long-term risk.

Rating	Definition
AA	Very low risk of payment disruption
A	Low risk of payment disruption
BB	Slight risk of payment disruption
B	Moderate risk of payment disruption
C	Serious risk of payment disruption
D	High risk of payment disruption

**The short-term risk (country risk level)**, which results from a combination of two indicators: the Cyclical Risk Indicator (CRI) and the Financing Flows Indicator (FFI). The first measures commercial risk as well as the business cycle and includes data on different businesses, especially insolvencies, while the second measures the financial strength of the economy. These two short-term indicators are combined to give you a number, from 1 to 4, with 1 being to lowest risk and 4 being the highest.

Rating	Definition
1 (Low)	Low risk of payment disruption
2 (Medium)	Moderate risk of payment disruption
3 (Sensitive)	Serious risk of payment disruption
4 (High)	High risk of payment disruption

For example, **if a country's risk rating is B1**, it means that the long-term risk is B (the fourth level) and that the short-term risk is 1 (the best level). The B can explain the country's difficult business environment, due to structural flaws, or its political uncertainty. However, short-term risk is low as both the CRI and FFI are at their lowest levels.

**These Euler Hermes grades give you a greater understanding of your buyer portfolio and help you make more informed decisions about your business orientation.**

# The EH SmartView reports available to you

EH SmartView offers multiple comprehensive reports to help you gain a deeper understanding of your buyer portfolio, enhance your policy review and optimise your risk monitoring experience.

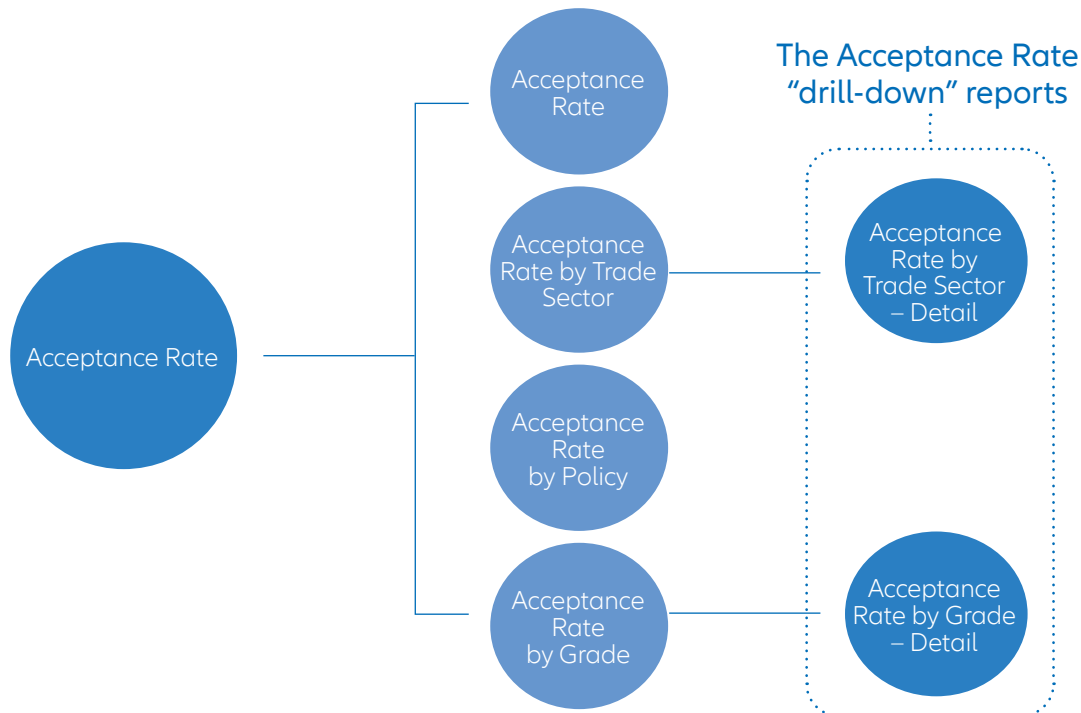
Your EH SmartView reports are divided into three main categories:

Acceptance Rate, Buyer Risk Profile and Exposure/Response Time. From these main categories, you can “drill-down” to more detailed reports for a more focused view on your risk management.

## 1. Acceptance Rate

Your Acceptance Rate reports give you the changes in the acceptance rate for your active credit limits during the last 12 months.

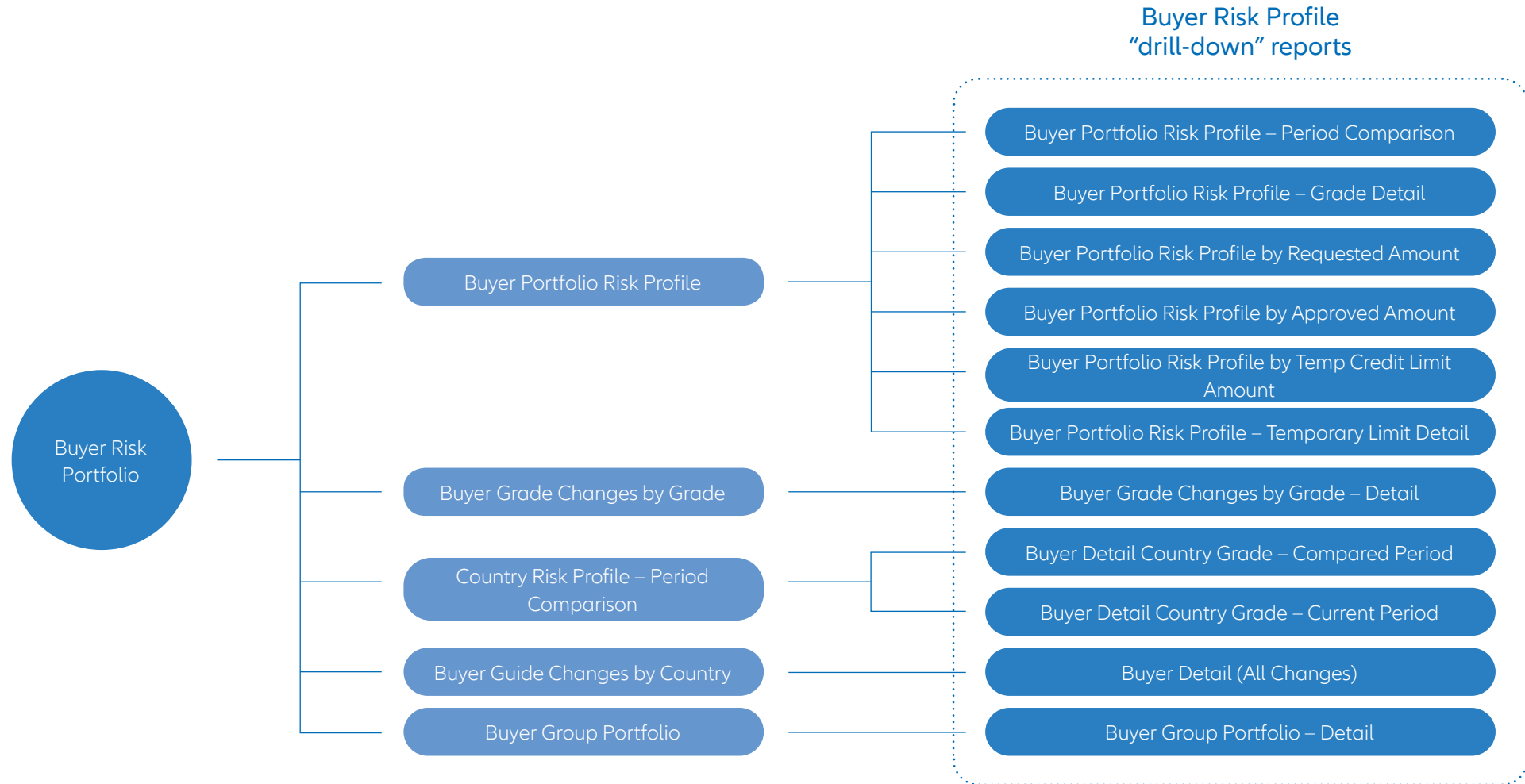
You may see them according to your trade sectors, policy or buyer’s grade and can access your buyer’s detail by trade sector and by grade.





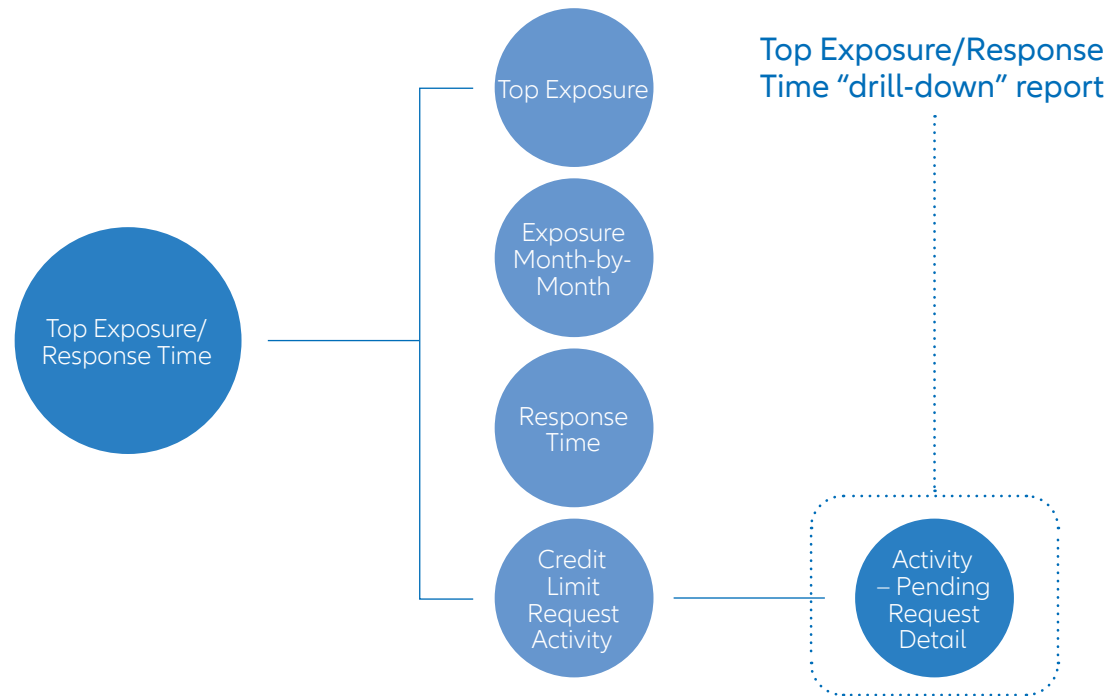
## 2. Buyer Risk Profile

These comprehensive reports give you the different distributions of your credit limits. They are filtered by Buyer or Country Grade, by comparative periods, or by buyer group.



### 3. Exposure/Response Time

The last EH SmartView reports available to you give your top exposures (maximum 20) and their evolution as well as Euler Hermes' response time to your credit limit requests.



Need more information on EH SmartView? Please contact your local contact person.