

## Credit Control Policy

### **Purpose**

This credit control policy sets out the requirements for payment terms with EPM Ltd's (the '**Company**') customers.

### **Scope**

This policy applies to all sales that are made within the United Kingdom and internationally where appropriate.

### **Policy**

The Company agrees to extend credit to the Clients that meet the threshold for granting credit. We have set out the maximum credit given in the Service Level Agreement. No amendments are permitted without the approval of one of the company directors.

All payment terms are strictly 30 days from the date of Invoice.

Where extended terms have been awarded pre-tender, Stage 5 will be implemented the day the amount becomes outstanding, and stages 1 – 4, listed below, will not apply. Extended terms will not be permitted in any circumstances where the sale relates to the supply of products or materials.

Items 4.3 and 4.4 of our Terms and Conditions, listed below, define our payment terms.

- 4.3. All fees shall become due for payment within 30 days of the date of the invoice or the start date or an anniversary thereof to which it relates, whichever shall be the earlier, time of payment being of the essence of this Agreement.
- 4.4. If any amount to be paid by the client under this Agreement becomes overdue, the Company may (without prejudice to any of its other rights) charge interest on the overdue amount at the rate of 5% per annum.

The company credit control team will periodically review all customers' repayment histories to determine whether existing credit levels need to be revised.

Invoices will follow the Company's standard template and provide all necessary information.

1. Seven days before the invoice amount is due, an automated email will be sent to the customer with a gentle reminder that the invoice is due.
2. The day after the invoice is due to be paid, an automated email will be sent to the customer advising the invoice is now overdue.
3. If the invoice goes 14 days overdue an automated email will be sent reminding the customer of the outstanding amount.
4. If the invoice goes 21 days overdue an automated email will be sent reminding the customer that payment has still not been received.

5. If the amount remains unsettled after 30 days from the date the amount becomes due, a statement will be issued and sent to the client via email requesting payment is made within 15 days from the date of the statement or all services being delivered to the client will be suspended.
6. If the invoice goes 45 days overdue, should the amount owed remain unsettled, a member of the credit control team will place the account on hold and communicate this to the client by telephone and email. A credit team member will inform EPM operatives that the account has been placed on hold and that all services will cease.
7. Should the amount owed remain unsettled after 14 days from suspension of services, a formal letter of the intention to involve a debt collection agency will be sent via post and email. A final payment date will be communicated with the customer.
8. Should the amount owed remain unsettled after 7 days from Stage 7 of the policy, a formal letter stating the intention to involve a debt collection agency will be sent. A final payment date will be communicated with the customer. This letter will be sent via email and formal letter.
9. If there have been no attempts to settle the outstanding amount or with no contact from the customer a credit team member will pass this owed amount on to our debt collection agency.

## Responsibility

The Company directors are authorised to extend credit to customers and provide them with information regarding their credit status. Other members of the credit control team may also communicate with customers regarding their credit status and payment responsibilities.

## Payment Methods

The preferred payment method is by Standing Order or Bank Transfer. Other payment methods are available upon request. Standing order payments can be set up at the time the Service Level Agreement is issued.

## Terms & Conditions

This policy is applied in conjunction with the Company's general Terms and Conditions which can be found on the Service Level Agreement.

Authorised by the Managing Director



Mick Kilburn