

The Belgian Credit Mediator

Two years later



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Centre de Connaissances du Financement des PME

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Some figures

- 625 files
- 500 closed files
- 60% success rate
- 2400 jobs preserved

And some more figures

- Median credits level: € 80.000
- Sector: Trade (27%)
Services (16%)
Building (15%)
Small businesses (11%)

- Organisation: keep it simple
- Mediation requests
 - New credits
 - High quality credit applications
 - Poor quality credit applications
 - Existing credits

*When should the enterprise get
in touch with the Mediator?*

*Our mission: to look for a
solution*



Flexibility

*It is essential for the Mediator
to have a good relationship
with both the bank and the
entrepreneur*

Of course! 

Quality of communication between the bank and the entrepreneur?

- The bank's point of view:
 - are all available financial instruments used efficiently?
 - timing
 - arguments in case of refusal
- The entrepreneur's point of view:
 - are all available financial instruments taken into consideration?
 - how to convince the bank that you are a good partner?
 - is the entrepreneur really motivated?

... some credit demands will never be successful!

Communication problems (last 100 files)

Not all financial instruments used	25
Application not well prepared	24
Entrepreneur not really motivated	13
Refusal not motivated	11
Slow reaction speed bank/enterprise	9
Bank interrupts credit during investm.	8
Bad communication within the bank	7

Specific situations

- Law related to business continuity (“Chapter 11”?)
- Pricing of short term credits
- Excessive loan guarantees
- Funding loss

Recommendations

- Dear bankers: improve your communication
- Dear entrepreneurs: improve your communication
- Most companies do not know the Credit Mediator



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