

**CUSTOMER RISK MANAGEMENT ON THE INTERNATIONAL LEVEL**

To master the tools allowing to secure the client heading

**PUBLIC**

Managers or collaborators of medium-sized companies having engaged a development on an international level and wishing to secure the client heading

**OBJECTIVES**

To give to the participants the basic elements allowing them to master and make safe the client heading on an international level

**PRE-REQUISITE:** None

**TEACHING METHOD**

Pragmatic intervention nourished of concrete cases. Technical contributions, talks/discussions, case studies. The goal is to make the participants react on concrete cases enabling them to be operational as of their return in the company.

**DURATION:** 1 day

**PROGRAM**

**I Specificities of the operations in the international trade**

Presentation of the main risks inherent to this type of operation

**II The documentary credit**

General mechanism, actors, the role of the various banks, deadlines

Rules (UCP 600, ISBP)

Contents of the L/C and requested documents

Examples of L/Cs (case studies)

Risks of the procedure for the exporter

Precautions to be taken by the beneficiary with the notification of the L/C?

Irregularities. What to make in the event of reserves of the bank?

Bank charges

**III The standby letter off credit**

Mechanisms of the standby L/C  
The calling of the standby L/C  
Comparative study: documentary Credit - standby L/C  
Advantages and disadvantages of each instrument

**IV Alternatives to the documentary credit and the standby L/C**

Banking guarantees to secure the payment  
Factoring, forfaiting  
The credit insurance  
Buyer credit

**V To overcome the customer heading on the international level**

Optimization under constraints: choice of the instrument in function, of the countries, the risks and the costs

**SPEAKER:** Ange Cubeddu - Consultant

**Contact:** [ange.cubeddu@adelformation.com](mailto:ange.cubeddu@adelformation.com)