CofaMove

FREQUENTLY ASK QUESTIONS

AVAILABILITY OF THE SERVICE

- On which type of smartphone is the App available?

The App is available on Android and Apple smartphones. The App is designed to be used with IOS 7 & 8 and from Android v 4

- Is the App available on Tablets?

The App is available on tablets; however it has been designed to be user-friendly on this type of device. CofaMove Tablet version will be delivered in December.

- Is the App available on any type of device other than Android and Apple?

A mobile website is currently under development. This solution should support any devices, whether smartphones, or tablets. This version will be delivered in January 2015, the latest.

- When can I access s the App?

The App is available 7/7 day and 24/24 hours. In case of maintenance, you will be informed in advance via an Information message within the App.

ACCESS

- Which are the credentials used to enter CofaMove?

To enter CofaMove, you should have a CofaNet account, and know your user number and password.

On the Login page of CofaMove you may enter the same user number and password as for CofaNet.

- Will I block my CofaMove account, if I tap 5 times a wrong user and/or login on my smartphone?

You won't be able to enter into CofaMove, but your CofaMove/CofaNet account won't be blocked. However you will need to go to CofaNet website (either from your computer, or smartphone) to modify re-initialize your password

FUNCTIONALITIES

- Can I switch of contract within the App?

If you have more than one contract, you can select any contracts from your device and change as often as needed .

You can access either to the list of "your 10 last used contracts", or you can look for the contract you need in " All your contracts" tab.

When you click on one line of { contract/company name}, the contract is selected and become the contract used.

- How can I see my entire CofaNet Portfolio on my smartphone:

There is no global view of your portfolio with the App. The search function will enable you to select the buyer within your portfolio, and add it to your favorites by tapping on the star on the left hand side

- How can I add a buyer within my favorite list?

Once you have selected a buyer you can add it to your favorites by tapping the star on the left hand side

- Will I receive a notification if any credit decisions evolve?

No the App will not sent any notification. However you will be receiving the information on your email if set up as such within CofaNet

- Do I have access to my internal CofaNet web mail inbox from CofaMove App?

No, you have no access to your CofaNet webmail inbox. You will have to connect on your CofaNet account to check your messages.

- Do I have a pure read-only profile in CofaMove if the contract concerned has been associated with such a profile in CofaNet?

Yes, you will only have a pure read only profile in CofaMove. But within CofaNet at the creation of the subscriber the correct rights should be given

- Can I add my Customer Reference when I am ordering a new credit decision?

The customer reference number will be displayed on your App screen, if already input within CofaNet. However, you will not able to enter the Customer Reference from your Smartphone for a new order.

- Will any actions made in CofaMove (i.e.: buying a credit decision), be replicated in my CofaNet account?

Yes, any actions you will make within CofaMove App will be visible within your CofaNet account, in real time.

If you ask for a new credit decision on a new buyer, the concerned buyer will be added to your CofaNet portfolio.

- What does localize mean?

When you click on "localize button", you are redirected to Google Map website with the address of the active company.

- When I am looking for a company, I get "Too many results" message, why?

On the basis of the search criteria you have entered, and if there is over 100 companies, the service will not be able to display the results lists. In that case, please provide more details (such as city name) to perform the action.

- Do I have as many information as provided in CofaNet for any type of decision ?

For a given decision, CofaMove will provide you the same information as in CofaNet, meaning the order status, the Position, the Effective and Ending Date, Underwriters comments, decision code, payment terms, and guarantor required by Coface, or provided by customer, and comments if any.

In case of multi period limits, information in period lists is also displayed.

- Can I ask for a TopLiner on CofaMove?

Yes, you can ask for a TopLiner on CofaMove. You will get the same screens, and functionalities than in CofaNet.

DEFINITIONS

- What does CRA Mean?

The CRA - Country Risk Assessment - is the buyers' country evaluation, drawn up on the basis of macroeconomic, financial and political data.

Regularly updated, the CRA provide an estimate of the average credit risk on a country's businesses.

- What does DRA mean?

The DRA - debtor risk Assessment- measures the default rate of a company on 12 months. It indicates the probability of a company of not being able to maintain its commercial activity.

The default rate is shown on a homogeneous scale from 1 (highest default rate) to 10 (lowest default rate), 0 being a company in bankruptcy