

**EOS**

# **Survey**

**2019**  
Summary Spain



## **European Payment Practices**

---

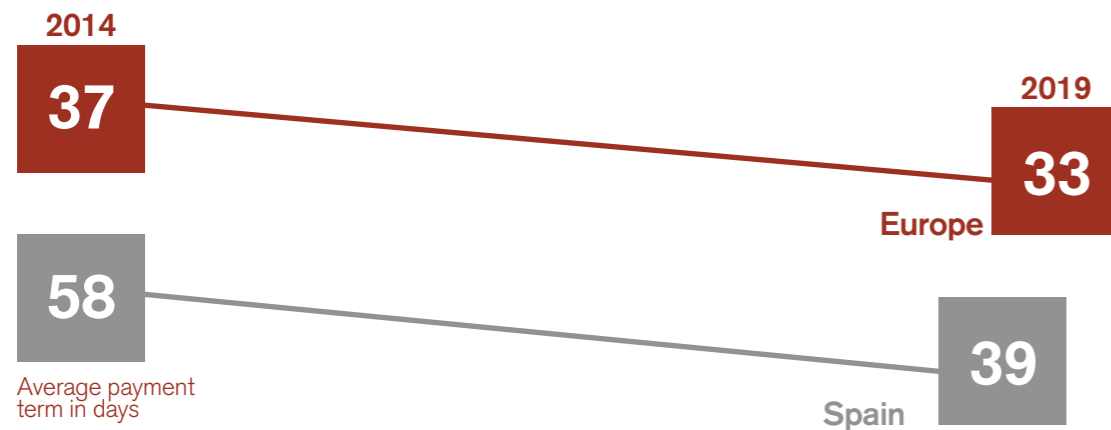


# Payment practices

Summary Spain

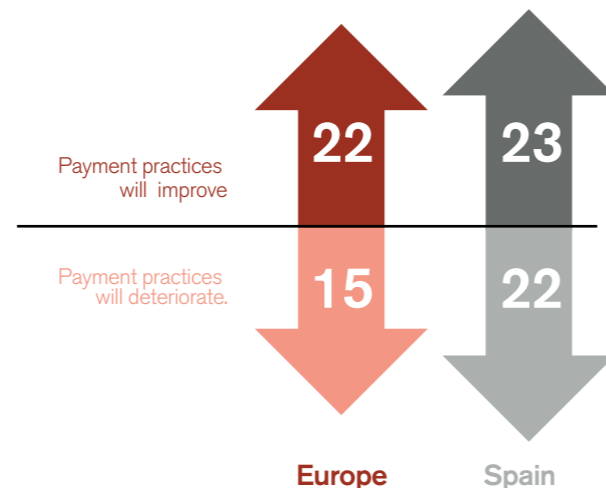
Payment practices in Europe: Spanish are paying more punctually – but for how much longer?

## Companies are cutting their payment terms ...



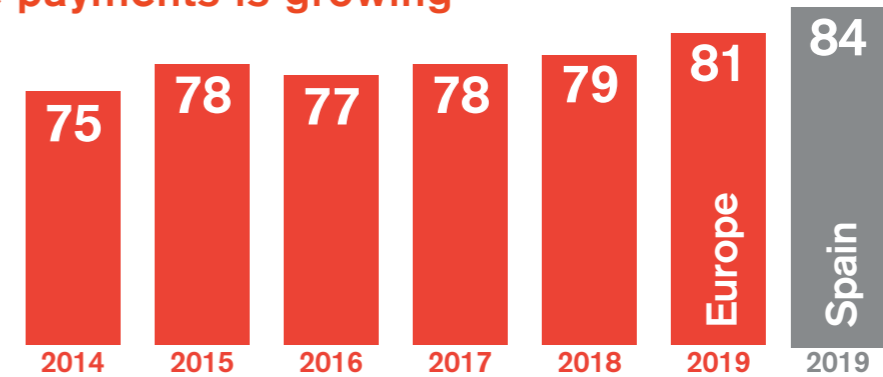
## Spanish companies are divided as to how payment morale will develop.

Figures in percent



## ... and the proportion of on-time payments is growing

Figures in percent



The payment practices of Spanish customers have improved compared with the previous year. Just under every sixth invoice is paid late or not at all, in 2018 it was every fifth. In the B2C segment, the proportion of late/unrecoverable receivables has remained constant at the previous year's level of 14%.

At 25 days (B2C) and 44 days (B2B) the payment terms in Spain continue to be above the Western European average. In the B2B segment, Spain continues to be the front-runner. In the event of a payment default Spanish companies have to wait 20 days on average for receipt of payment (Western Europe: 19 days).

More often than in other Western European countries, payment defaults in Spain lead to profit setbacks, and every fifth company also tends to assume that payment practices are going to get worse in future.

Much more than other European countries, Spanish companies see the reasons for this in the B2B segment as being payment defaults by a company's own customers and the use of supplier credits. In the case of the B2C segment, Spanish companies are more likely than other Western European companies to attribute poor payment practices to personal insolvency.

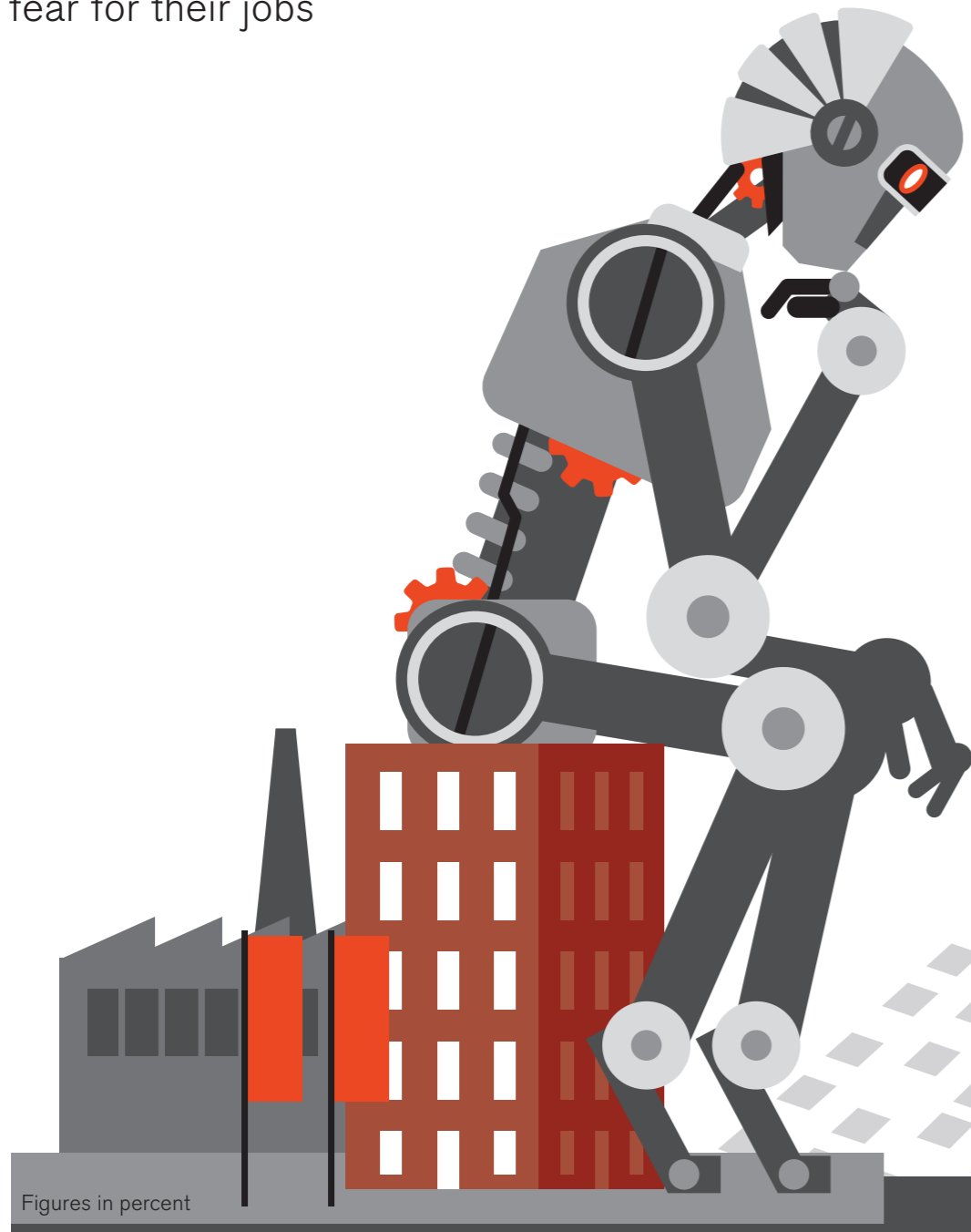
To prevent payment defaults, Spanish companies rely primarily on measures like timely invoicing and a defined dunning process.



# Artificial intelligence

Summary Spain

Financial executives fear for their jobs



” Artificial intelligence jeopardizes jobs in receivables management.



” AI is completely overrated.



” I can imagine relying completely on AI.



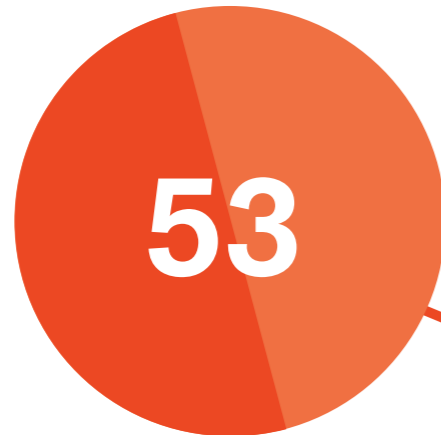
Figures in percent

# Digitalization

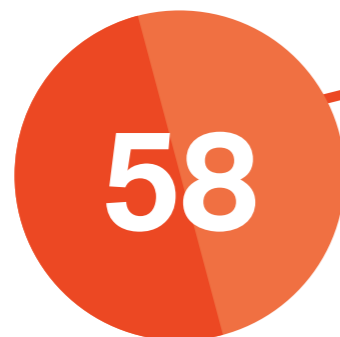
Summary Spain

Half of Spanish companies need to catch up

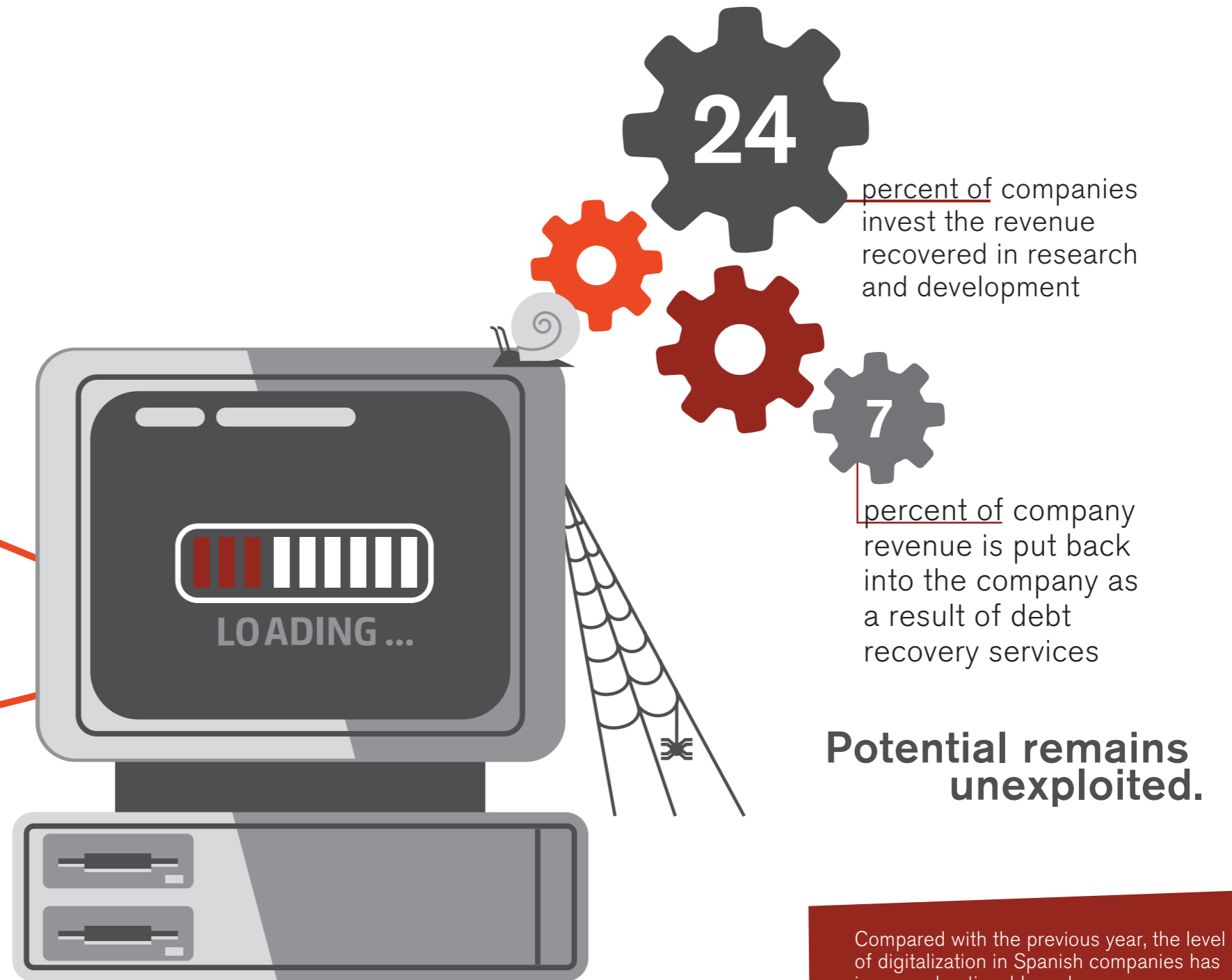
Figures in percent



**Our degree of digitalization is high or very high.**



**Our dunning process is largely or completely digitalized.**



24 percent of companies invest the revenue recovered in research and development



7 percent of company revenue is put back into the company as a result of debt recovery services

**Potential remains unexploited.**

Compared with the previous year, the level of digitalization in Spanish companies has increased noticeably and some progress has been made with the digitalization of the dunning process.

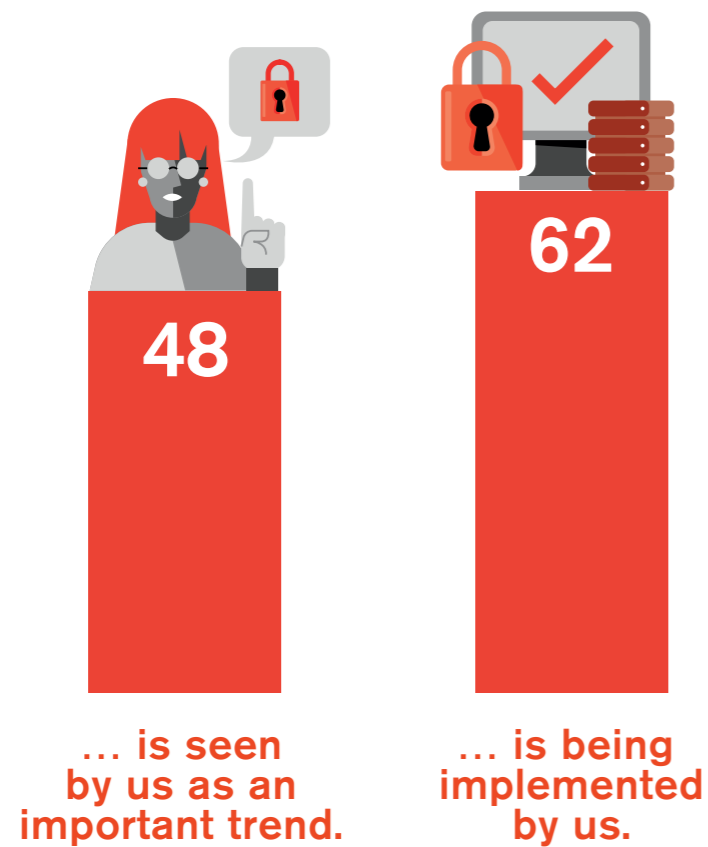
# Trends in receivables management

Summary Spain

Spanish companies are applying double standards

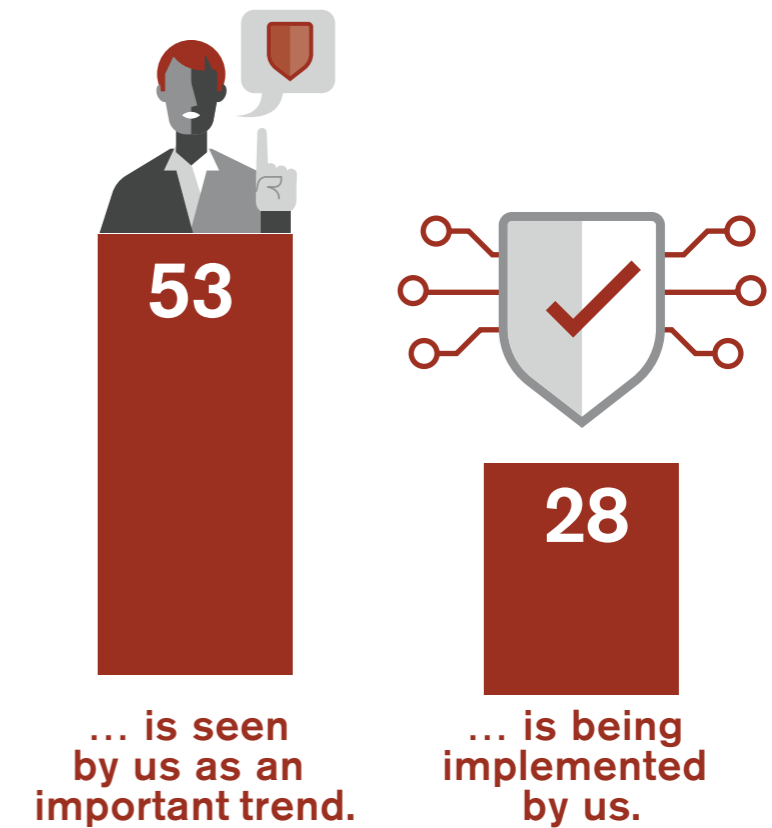
## Data protection ...

Figures in percent



## Cyber security ...

Figures in percent



# Digital payment methods

Summary Spain

Only around 1 in 4 Spanish companies offers them

## Percentage of companies offering their customers digital payment methods

Figures in percent



The positive development in the degree of digitalization by Spanish companies is not yet reflected by an embrace of digital payment methods. Payment on account and traditional bank transfers are the most common methods offered. Compared with other Western European companies, digital payment methods have rarely been offered until now.

## The most common digital payment methods

Figures in percent

# „Finance is changing. We like it that way!“

---

Klaus Engberding,  
CEO of the EOS Group

## For a debt-free world

EOS originated in 1974 as the debt collection company of the Otto Group in Germany. Now, EOS is an international financial investor and service provider and a trusted partner to customers from a wide range of sectors in 26 countries.

For Europe's banks, we are one of the leading purchasers of non-performing loans (NPLs). We take over receivables management for companies, municipal authorities and administrations, even across borders. Through our services we ensure liquidity and investments and safe-guard jobs. However, our most important investment is in our employees and the technology that underpins our services.

EOS Holding GmbH  
Steindamm 71  
20099 Hamburg, Germany  
+49 (0)40 28 50-0  
[www.eos-solutions.com](http://www.eos-solutions.com)

Use of the data from this survey is only permitted with reference to the source (EOS Survey "European Payment Practices" 2019).