

INTERVIEW

‘EOS is filling a major gap’

EOS recently began operating in Montenegro and Kosovo. Katerina Bosevska, Managing Director of EOS Matrix in Macedonia, is in charge of the new markets. She explains why the services offered by EOS are in such great demand in the Balkan states.

Ms Bosevska, why did EOS decide to expand into Montenegro and Kosovo?

We have noticed that word of the high quality of our services is getting around among our clients who are active on the international stage. Some branches of big banks, for example, exchange information about their favourable experiences with EOS. Thus, we repeatedly receive enquiries from countries in which EOS is not present. We then investigate how we can cover these markets. In the case of Montenegro, a subsequent market analysis also confirmed that there is indeed a significant demand across the entire region. That is why we are now offering our services from a single source across all these countries.

What are the opportunities for professional receivables management in Montenegro?

Many companies in Montenegro do not have the know-how and capacity to approach debtors in an individual and professional manner. That's where we see great potential for our services. Banks, energy utility companies, telecommunications and insurance companies have a great need for professional receivables management and are looking for a reputable service provider. EOS can help them with its extensive experience. The result is that only a short time after it was established, EOS Montenegro succeeded in gaining a large client in the telecommunications sector. In addition, we purchased our first debt package in July. Although the market in Montenegro is very small, we see that there is the potential for the purchase of large receivables portfolios from regional banks.

How did you plan your entry into the markets?

Our plan envisaged starting with at least one client at both locations. In Kosovo we were



A new branch in Priština:
Right from the first day of its market entry in Kosovo, EOS was acting on behalf of the leading bank

operationally active from the first day on. And the founding of EOS Montenegro also proceeded with great success. We established the debt collection system for our first client in Montenegro from Skopje, EOS Matrix's base in Macedonia. The know-how and infrastructure of our IT centre there was very helpful at that time. The important thing was to guarantee a smooth collection process for our clients in the two new countries. In the medium term we will establish our own location in Montenegro which we will support with management from Macedonia.



Katerina Bosevska:
Under her management EOS is opening up new countries in the Balkan region

How do your results look after your first few months in Kosovo?

In Kosovo the banking sector is looking primarily for a strong partner in receivables management. The country's leading bank engaged our services while we were still in the process of setting up local operations. In the meantime we are also collecting debts for a second large bank and a further tender is ongoing. Companies in Kosovo appreciate our personal style in communicating with debtors. With our services we have set new

standards in professional debt collection. In the medium term we want to establish a market for debt purchase in Kosovo. This solution enables banks to collect non-performing debts immediately, to reduce the default rate among their loans and save internal resources so that they can focus more closely on their core business.

convinced that the business will continue to develop successfully. On the other hand, in Montenegro the market for professional receivables management is largely untapped. EOS Montenegro is the only professional debt collection company operating in the country. We have broken completely new ground here. For example there is no publicly available data on debtors in Montenegro which would have allowed us to analyse their behaviour in advance. We are therefore developing debtor



Podgorica: EOS is the first professional debt collection service-provider in Montenegro

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How big is the competition?

EOS competes with other service providers in Kosovo. After achieving very good figures in the first month of our activity, we are

Katerina Bosevska
 Managing Director of
 EOS Matrix in Macedonia, Kosovo
 and EOS Montenegro



Word about the excellent quality of our services gets around, even across borders.

profiles in the course of face-to-face meetings with debtors who are in default.

What are your next moves?

We are in the process of raising the profile of EOS in both countries in order to extend our client base. Our aim is to establish ourselves as a reliable partner with international experience in receivables management who protects the good name of its clients. ■



Information
EOS in Macedonia and Kosovo:
mk.eos-solutions.com

EOS in Montenegro:
eos-montenegro.com

FIGURES

Markets with potential: The latest developments in Montenegro and Kosovo



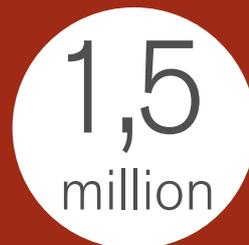
DEFAULTING LOANS

The proportion of non-performing loans in Montenegro is estimated to be 13 per cent – double the EU average



EUROS

Amount of a rapidly growing Kosovan portfolio for debt collection by EOS Matrix in Kosovo



EUROS

Total amount for the entire life cycle of the first debt portfolio acquired by EOS in Montenegro