



CUSTOMER SERVICE ACCOUNTING

WHAT PAYMENT OPTIONS ARE AVAILABLE?

- ▶ Wire transfer
- ▶ Check
- ▶ Credit card

Our Banking Details:

BTV AG

BLZ 720 123 00
Kto.-Nr. 786 842 100
IBAN: DE81 7201 2300 0786 8421 00
BIC/Swift: BTVADE61XXX

Deutsche Bank AG

BLZ 100 700 00
Kto.-Nr. 880 559 000
IBAN: DE95 1007 0000 0880 5590 00
BIC/Swift: DEUTDEBBXXX

Commerzbank AG

BLZ 100 400 00
Kto.-Nr. 200 990 001
IBAN: DE39 1004 0000 0200 9900 01
BIC/Swift: COBADEFFXXX

Vorarlberger Landes- und Hypothekenbank AG

BLZ 58000
Kto.-Nr. 554 347 010
IBAN: AT54 5800 0000 5543 4701 0
BIC/Swift: HYPVAT2B

Please send all inquiries concerning receipt of payment, balance of debit accounts, etc. to → accounting@degruyter.com

RECEIPT OF MONTHLY STATEMENTS BY EMAIL

To receive monthly statements electronically please send your email address to → accounting@degruyter.com

ACCOUNTS RECEIVABLE PROCEDURE

| Timing | Action |
|--|--|
| Two days after an account has become due | First payment reminder will be sent |
| No response within 14 days from the customer | Second reminder will be sent |
| No response within a further 14 days from the customer | Third reminder will be sent and a block will be placed on new deliveries |
| After a further 14 days without a response | Fourth reminder will be sent and an attempt will be made to collect payment by telephone |
| Invoice remains unpaid after the fourth reminder | Payment collection process will be initiated |