



P R E S S R E L E A S E

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Broker Portal, Coface's new digital interface for its brokers

Coface launches its new portal for brokers, offering a new experience to its partners in the development of their business around the world.

Available in 42 of the countries covered by the Coface group, the Broker Portal is a digital platform for Coface's brokers. Modern and intuitive, the portal allows brokers to optimize the management of their activity. The tool portal was developed by Coface, whose ambition was to provide brokers with a high level of service and optimal satisfaction.

Better customer portfolio management

The Broker Portal is a single, central entry point for information from the Coface ecosystem that can be accessed non-stop via most devices (computer, tablets, etc.). Thanks to the portal, brokers now have a better overview of, and more knowledge about their clients. This facilitates their business management and the day-to-day performance in terms of customer portfolio management, while also providing them with more support from Coface's teams.

Data quality for customers

With Broker Portal, brokers now have access to high value-added data, thanks to extensive work on Coface's data quality. The development of the new portal has considerably enhanced the data held by Coface on more than 50,000 customers worldwide, while also making it more reliable. This means that a broker who has negotiated a global program will be able to access all the information in his portfolio in nearly 100 countries around the world. This is a first in the credit insurance sector! *"This tool will have a positive effect on retention rates; we will serve our customers faster and more proactively,"* confirms Tolga Aktolga, Head of TCI Sigorta Brokerligi, partner of AU Group in Turkey.

Developed with brokers, for brokers

Co-developed with and for the group's partners worldwide, the Broker Portal perfectly illustrates the privileged relationship that Coface maintains with brokers. A group of beta testers tested the tool during its development in order to gauge the use of the portal, and identify the potential evolutions that would meet their needs. *"The ease of use and ergonomics of the Broker Portal have enabled us to quickly make it our own,"* explains Louis Bollaert, Head of Trade Credit, Political Risk, Surety and M&A at Aon France.

Symbol of Coface's transformation

"The launch of Broker Portal is proof of our commitment to providing a high level of service to brokers, our main partners and key ambassadors of the Coface brand," comments Xavier Durand, Coface's Chief Executive Officer. *"This venture, implemented with agile project management by our employees and international partners, is an example of Coface's ongoing transformation."*

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Coface: for trade - Building business together

70 years of experience and the most finely meshed international network have made Coface a reference in credit insurance, risk management and the global economy. With the ambition to become the most agile, global trade credit insurance partner in the industry, Coface's experts work to the beat of the world economy, supporting 50,000 clients in building successful, growing and dynamic businesses. The Group's services and solutions protect and help companies take credit decisions to improve their ability to sell on both their domestic and export markets. In 2018, Coface employed ~4,100 people and registered turnover of €1.4 billion.

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