

# Credit Research Foundation Survey Results

*Distributed ONLY to survey respondents.*

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## COVID-19 CRF Survey Series – Survey #5 September 25, 2020

**This is the fifth in a series of surveys addressing the impacts of COVID-19 on the practices, policies, results and actions of the credit community.**

We are now 6 months into the business and broader societal grip that COVID-19 has placed on virtually all aspects of our life. The credit and accounts receivable disciplines certainly give witness to the major impacts of this pandemic, with a spotlight on cash flow needs of an organization that now has requirements and urgency for new approaches and strategies to meet those needs. There is a magnified focus on achieving financial targets while utilizing a remote workforce that addresses the three pillars of the credit and risk management disciplines (people, process and technology). While anecdotally credit and accounts receivable professionals are achieving their goals and objectives, it has clearly and significantly impacted the “how to” of daily activities. This fifth survey addresses, at a more granular lever, the preparedness and resulting actions of the community accompanied by trending detail for points that have been consistently iterated.

The following are highlights from this fifth initiative:

- The majority of firms continue to work remotely with a target of calendar year-end as a point of reassessment.
- All industry categories have seen a shift in their portfolio with some impacted at a much greater degree. The overall trend is downward with less identified risk than in earlier surveys.
- Food and Beverage led the way with a reduction in overall risk.

- Approximately 25% of firms have developed a formal “back to the office” procedure/policy.
- Portfolio risk assessment remains active with more than 50% of respondents performing recent reviews.
- Extended terms requests have decreased by more than 50%.
- Approximately 50% of respondents have made adjustments to their bad debt reserves.
- Fraudulent activity has increased by approximately 20%.

The following are the responses received from the survey:

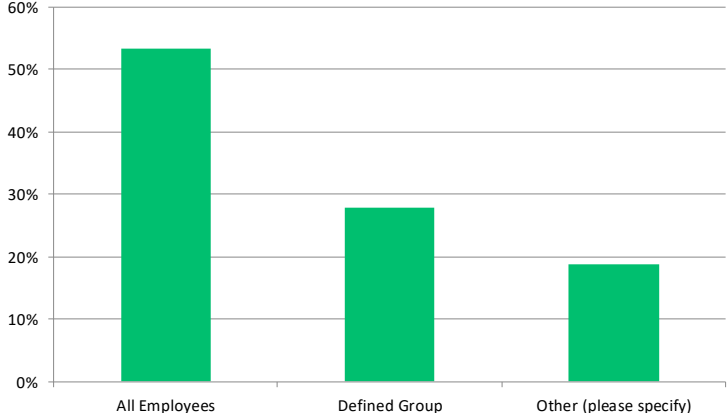
Question	Graphical Presentation	Comments																																
<p>Please indicate your company's primary industry</p>	<table border="1"> <caption>Primary Industry Distribution</caption> <thead> <tr> <th>Industry</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Consumer Products</td><td>~6%</td></tr> <tr><td>Food, Beverage &amp; Grocery</td><td>~9%</td></tr> <tr><td>Apparel, Footwear &amp; Accessories</td><td>~4%</td></tr> <tr><td>Manufacturing</td><td>~35%</td></tr> <tr><td>Retail</td><td>~3%</td></tr> <tr><td>Energy</td><td>~1%</td></tr> <tr><td>Utilities</td><td>~2%</td></tr> <tr><td>Insurance</td><td>~1%</td></tr> <tr><td>Telecommunications</td><td>~2%</td></tr> <tr><td>Healthcare</td><td>~4%</td></tr> <tr><td>Professional Services</td><td>~1%</td></tr> <tr><td>Printing and Publishing</td><td>~1%</td></tr> <tr><td>Governmental Agencies</td><td>~1%</td></tr> <tr><td>Educational Institutions</td><td>~1%</td></tr> <tr><td>Other (please specify)</td><td>~34%</td></tr> </tbody> </table>	Industry	Percentage	Consumer Products	~6%	Food, Beverage & Grocery	~9%	Apparel, Footwear & Accessories	~4%	Manufacturing	~35%	Retail	~3%	Energy	~1%	Utilities	~2%	Insurance	~1%	Telecommunications	~2%	Healthcare	~4%	Professional Services	~1%	Printing and Publishing	~1%	Governmental Agencies	~1%	Educational Institutions	~1%	Other (please specify)	~34%	<p>Respondent industry results have followed a similar pattern throughout the five surveys.</p>
Industry	Percentage																																	
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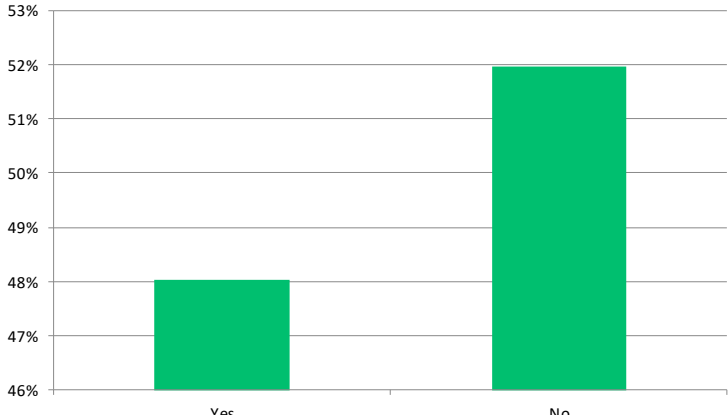
Question	Graphical Presentation	Comments														
<p>Your firm's annual sales revenue:</p>	<table border="1"> <caption>Annual Sales Revenue Distribution</caption> <thead> <tr> <th>Revenue Range</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Less than \$50 Million</td><td>~5%</td></tr> <tr><td>\$51 - \$100 Million</td><td>~9%</td></tr> <tr><td>\$101 - \$500 Million</td><td>~18%</td></tr> <tr><td>\$501 - \$1 Billion</td><td>~15%</td></tr> <tr><td>\$1 - \$5 Billion</td><td>~30%</td></tr> <tr><td>More than \$5 Billion</td><td>~23%</td></tr> </tbody> </table>	Revenue Range	Percentage	Less than \$50 Million	~5%	\$51 - \$100 Million	~9%	\$101 - \$500 Million	~18%	\$501 - \$1 Billion	~15%	\$1 - \$5 Billion	~30%	More than \$5 Billion	~23%	<p>Respondent industry results have followed a similar pattern throughout the five surveys.</p>
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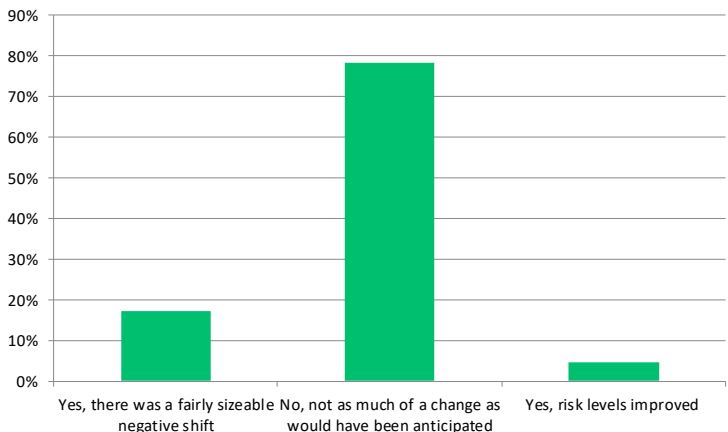
Question	Graphical Presentation	Comments								
<p><b>Is your department continuing to work remotely?</b></p>	<table border="1"> <caption>Data for Question 4: Is your department continuing to work remotely?</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>70%</td> </tr> <tr> <td>No</td> <td>10%</td> </tr> <tr> <td>Other (please specify)</td> <td>20%</td> </tr> </tbody> </table>	Response	Percentage	Yes	70%	No	10%	Other (please specify)	20%	<p>No significant change over the 5 survey periods. Of those responding "Other", results indicate a hybrid and/or alternate days/weeks for in-office working.</p>
Response	Percentage									
Yes	70%									
No	10%									
Other (please specify)	20%									

Question	Graphical Presentation	Comments								
<p><b>Has your company developed a formal policy/practice/procedure to bring employees back to the office?</b></p>	<table border="1"> <caption>Data for Question 5: Has your company developed a formal policy/practice/procedure to bring employees back to the office?</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>27%</td> </tr> <tr> <td>No</td> <td>33%</td> </tr> <tr> <td>If "Yes", please explain.</td> <td>40%</td> </tr> </tbody> </table>	Response	Percentage	Yes	27%	No	33%	If "Yes", please explain.	40%	<p>The "Yes" results to this question include:</p> <ul style="list-style-type: none"> <li>● staged approaches</li> <li>● 15%-20% returning</li> <li>● future decision dates</li> <li>● voluntary activity as the majority of explanations.</li> </ul>
Response	Percentage									
Yes	27%									
No	33%									
If "Yes", please explain.	40%									

Question	Graphical Presentation	Comments										
<p><b>If "Yes" to question #4, what percentage has returned to working onsite?</b></p>	<table border="1"> <caption>Data for Question 6: If "Yes" to question #4, what percentage has returned to working onsite?</caption> <thead> <tr> <th>Percentage Range</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>0-25%</td> <td>61%</td> </tr> <tr> <td>26%-50%</td> <td>15%</td> </tr> <tr> <td>51%-75%</td> <td>9%</td> </tr> <tr> <td>76%-100%</td> <td>16%</td> </tr> </tbody> </table>	Percentage Range	Percentage	0-25%	61%	26%-50%	15%	51%-75%	9%	76%-100%	16%	<p>The majority of respondents showed less than 25% returning to the office.</p>
Percentage Range	Percentage											
0-25%	61%											
26%-50%	15%											
51%-75%	9%											
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Question	Graphical Presentation	Comments								
<p>If "Yes" to question #4, will this include all employees or a defined group</p>	 <table border="1"> <caption>Employee Inclusion Methods</caption> <thead> <tr> <th>Method</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>All Employees</td> <td>53%</td> </tr> <tr> <td>Defined Group</td> <td>28%</td> </tr> <tr> <td>Other (please specify)</td> <td>19%</td> </tr> </tbody> </table>	Method	Percentage	All Employees	53%	Defined Group	28%	Other (please specify)	19%	<p>Slightly less than one half of responding firms are utilizing a staggered, optional and/or essential personnel approach.</p>
Method	Percentage									
All Employees	53%									
Defined Group	28%									
Other (please specify)	19%									

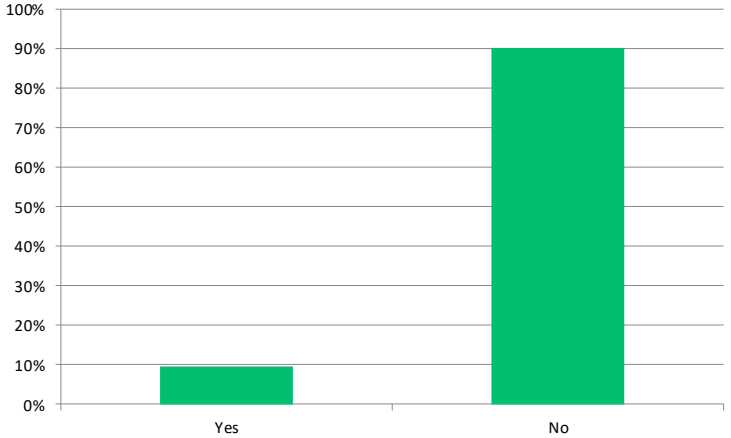
Question	Graphical Presentation	Comments						
<p>Have you recently updated the risk profiles on all accounts in your portfolio?</p>	 <table border="1"> <caption>Risk Profile Updates</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>48%</td> </tr> <tr> <td>No</td> <td>52%</td> </tr> </tbody> </table>	Response	Percentage	Yes	48%	No	52%	<p>The number of respondents who recently updated risk profiles remains at approximately 50%. Many firms are reviewing more frequently than their traditional approach.</p>
Response	Percentage							
Yes	48%							
No	52%							

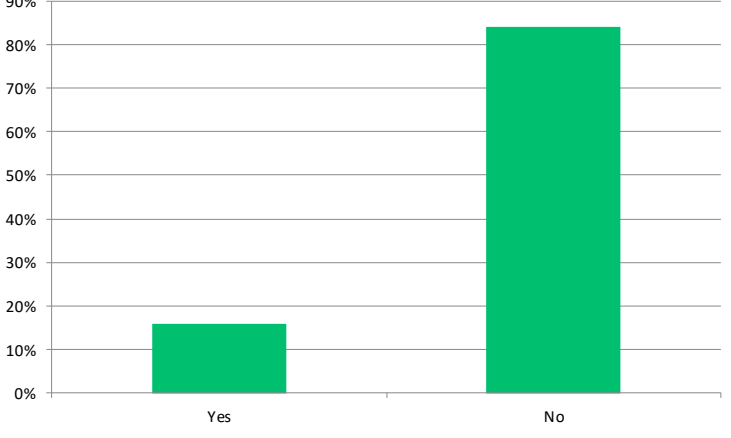
Question	Graphical Presentation	Comments								
<p>If you have completed the assessment, was there a shift in risk to the account base?</p>	 <table border="1"> <caption>Risk Assessment Shifts</caption> <thead> <tr> <th>Shift Type</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes, there was a fairly sizeable negative shift</td> <td>18%</td> </tr> <tr> <td>No, not as much of a change as would have been anticipated</td> <td>78%</td> </tr> <tr> <td>Yes, risk levels improved</td> <td>5%</td> </tr> </tbody> </table>	Shift Type	Percentage	Yes, there was a fairly sizeable negative shift	18%	No, not as much of a change as would have been anticipated	78%	Yes, risk levels improved	5%	<p>20% of respondents have recently indicated a shift in risk assessment, specifically a downward trend.</p>
Shift Type	Percentage									
Yes, there was a fairly sizeable negative shift	18%									
No, not as much of a change as would have been anticipated	78%									
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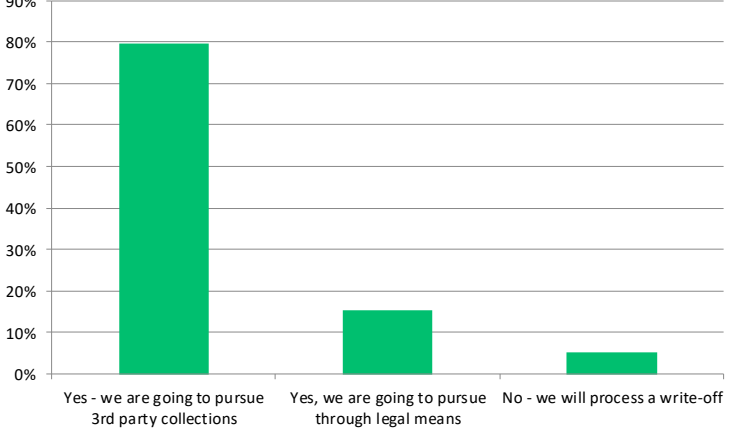
Question	Graphical Presentation	Comments						
<p>Of the changes noted, were they?</p>	<table border="1"> <caption>Data for Graphical Presentation</caption> <thead> <tr> <th>Segment</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Across the board - meaning in all industry segments</td> <td>36%</td> </tr> <tr> <td>Evidenced in a limited number of industries currently</td> <td>63%</td> </tr> </tbody> </table>	Segment	Percentage	Across the board - meaning in all industry segments	36%	Evidenced in a limited number of industries currently	63%	<p>A slight increase across all industries.</p>
Segment	Percentage							
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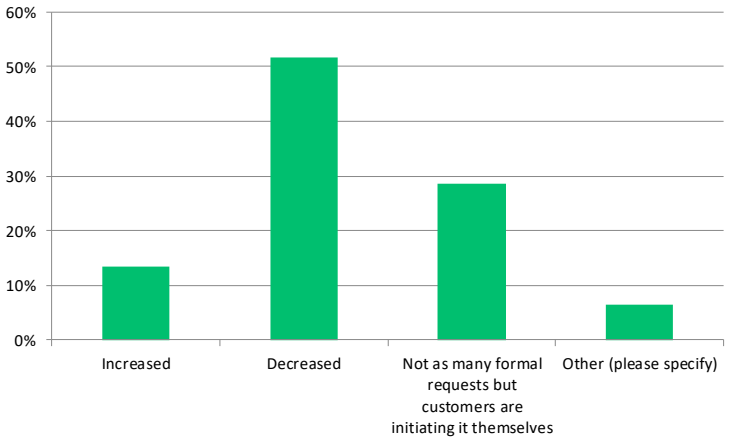
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<p>Please indicate what segments you feel showed increased risk? (check all that apply)</p>	<table border="1"> <caption>Data for Graphical Presentation</caption> <thead> <tr> <th>Segment</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Consumer Products</td><td>12%</td></tr> <tr><td>Food, Beverage &amp; Grocery</td><td>15%</td></tr> <tr><td>Apparel, Footwear &amp; Accessories</td><td>24%</td></tr> <tr><td>Manufacturing</td><td>16%</td></tr> <tr><td>Retail</td><td>44%</td></tr> <tr><td>Energy</td><td>19%</td></tr> <tr><td>Utilities</td><td>7%</td></tr> <tr><td>Insurance</td><td>1%</td></tr> <tr><td>Telecommunications</td><td>2%</td></tr> <tr><td>Healthcare</td><td>9%</td></tr> <tr><td>Professional Services</td><td>4%</td></tr> <tr><td>Printing and Publishing</td><td>15%</td></tr> <tr><td>Governmental Agencies</td><td>7%</td></tr> <tr><td>Educational Institutions</td><td>15%</td></tr> <tr><td>Other (please specify)</td><td>33%</td></tr> </tbody> </table>	Segment	Percentage	Consumer Products	12%	Food, Beverage & Grocery	15%	Apparel, Footwear & Accessories	24%	Manufacturing	16%	Retail	44%	Energy	19%	Utilities	7%	Insurance	1%	Telecommunications	2%	Healthcare	9%	Professional Services	4%	Printing and Publishing	15%	Governmental Agencies	7%	Educational Institutions	15%	Other (please specify)	33%	<p>Period to period comparisons remain relatively equal across sectors. No significant change.</p>
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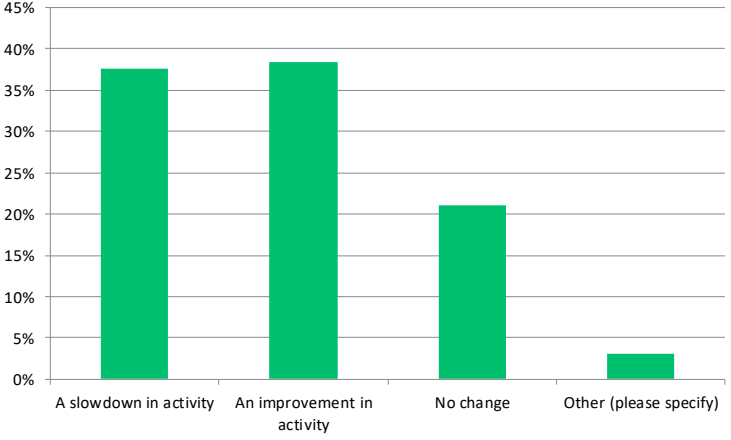
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<p>Please indicate what segments you feel showed decreased risk? (check all that apply)</p>	<table border="1"> <caption>Data for Graphical Presentation</caption> <thead> <tr> <th>Segment</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>Consumer Products</td><td>15%</td></tr> <tr><td>Food, Beverage &amp; Grocery</td><td>44%</td></tr> <tr><td>Apparel, Footwear &amp; Accessories</td><td>9%</td></tr> <tr><td>Manufacturing</td><td>4%</td></tr> <tr><td>Retail</td><td>8%</td></tr> <tr><td>Energy</td><td>8%</td></tr> <tr><td>Utilities</td><td>4%</td></tr> <tr><td>Insurance</td><td>14%</td></tr> <tr><td>Telecommunications</td><td>20%</td></tr> <tr><td>Healthcare</td><td>4%</td></tr> <tr><td>Professional Services</td><td>1%</td></tr> <tr><td>Printing and Publishing</td><td>9%</td></tr> <tr><td>Governmental Agencies</td><td>4%</td></tr> <tr><td>Educational Institutions</td><td>26%</td></tr> <tr><td>Other (please specify)</td><td>0%</td></tr> </tbody> </table>	Segment	Percentage	Consumer Products	15%	Food, Beverage & Grocery	44%	Apparel, Footwear & Accessories	9%	Manufacturing	4%	Retail	8%	Energy	8%	Utilities	4%	Insurance	14%	Telecommunications	20%	Healthcare	4%	Professional Services	1%	Printing and Publishing	9%	Governmental Agencies	4%	Educational Institutions	26%	Other (please specify)	0%	<p>Period to period comparisons remain relatively equal across sectors. No significant change.</p>
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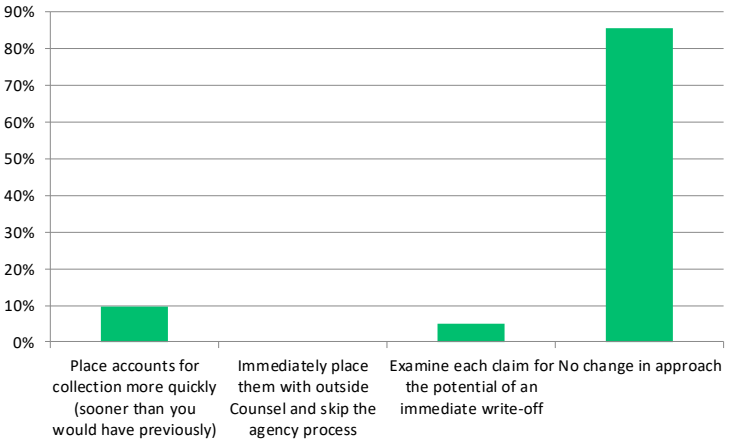
Question	Graphical Presentation	Comments						
<p><b>Are you processing a large volume of returned goods?</b></p>	 <p>A bar chart with a vertical axis from 0% to 100% in 10% increments. The horizontal axis has two categories: 'Yes' and 'No'. The 'Yes' bar is at 10% and the 'No' bar is at 90%.</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>10%</td> </tr> <tr> <td>No</td> <td>90%</td> </tr> </tbody> </table>	Response	Percentage	Yes	10%	No	90%	<p><b>This metric has doubled in recent months with approximately 10% of respondents seeing an increase in volume.</b></p>
Response	Percentage							
Yes	10%							
No	90%							

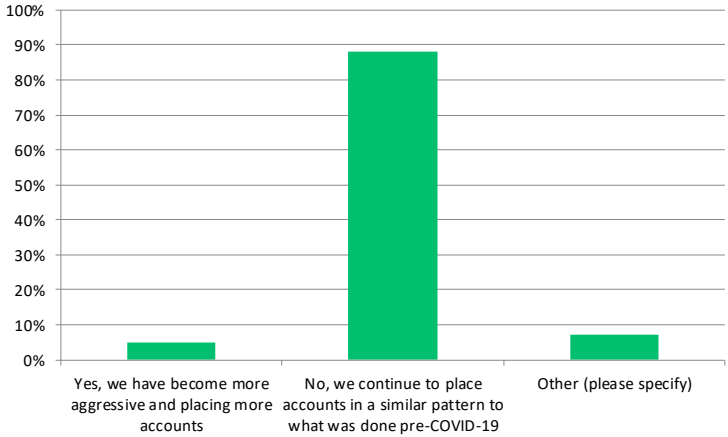
Question	Graphical Presentation	Comments						
<p><b>If "Yes", is it because the company is shuttered/closed?</b></p>	 <p>A bar chart with a vertical axis from 0% to 90% in 10% increments. The horizontal axis has two categories: 'Yes' and 'No'. The 'Yes' bar is at 15% and the 'No' bar is at 85%.</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>15%</td> </tr> <tr> <td>No</td> <td>85%</td> </tr> </tbody> </table>	Response	Percentage	Yes	15%	No	85%	<p><b>This metric has almost doubled in recent surveys and clearly a trend to monitor.</b></p>
Response	Percentage							
Yes	15%							
No	85%							

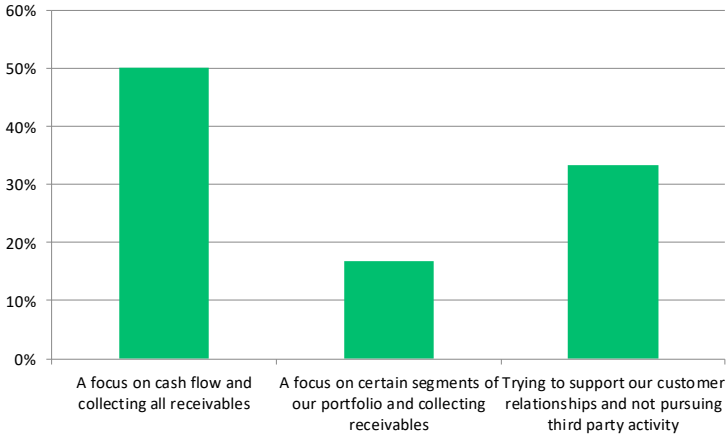
Question	Graphical Presentation	Comments								
<p><b>Do you intend to pursue your customers' invoice(s) and/or purchase order(s) and your related shipments through 3rd party collections, attorney/legal means or simply write it off to bad debt?</b></p>	 <p>A bar chart with a vertical axis from 0% to 90% in 10% increments. The horizontal axis has three categories: 'Yes - we are going to pursue 3rd party collections', 'Yes, we are going to pursue through legal means', and 'No - we will process a write-off'. The bars are at 80%, 15%, and 5% respectively.</p> <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes - we are going to pursue 3rd party collections</td> <td>80%</td> </tr> <tr> <td>Yes, we are going to pursue through legal means</td> <td>15%</td> </tr> <tr> <td>No - we will process a write-off</td> <td>5%</td> </tr> </tbody> </table>	Response	Percentage	Yes - we are going to pursue 3rd party collections	80%	Yes, we are going to pursue through legal means	15%	No - we will process a write-off	5%	<p><b>The trend is down slightly from 87% to 80% over the last two surveys but with a trend up in pursuing legal means.</b></p>
Response	Percentage									
Yes - we are going to pursue 3rd party collections	80%									
Yes, we are going to pursue through legal means	15%									
No - we will process a write-off	5%									

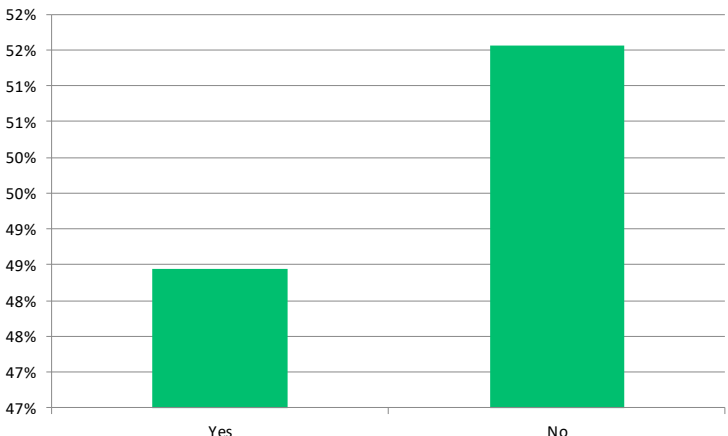
Question	Graphical Presentation	Comments										
<p>If you had been receiving extended terms requests, at what rate are the requests now occurring?</p>	 <table border="1"> <caption>Data for Extended Terms Requests</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Increased</td> <td>14%</td> </tr> <tr> <td>Decreased</td> <td>52%</td> </tr> <tr> <td>Not as many formal requests but customers are initiating it themselves</td> <td>29%</td> </tr> <tr> <td>Other (please specify)</td> <td>7%</td> </tr> </tbody> </table>	Category	Percentage	Increased	14%	Decreased	52%	Not as many formal requests but customers are initiating it themselves	29%	Other (please specify)	7%	<p>Trending downward across the board, extended terms requests are not as significant as in earlier surveys.</p>
Category	Percentage											
Increased	14%											
Decreased	52%											
Not as many formal requests but customers are initiating it themselves	29%											
Other (please specify)	7%											

Question	Graphical Presentation	Comments										
<p>If you have noted a change in payments over the last three months (DSO and therefore essentially cash flow), would you classify it as:</p>	 <table border="1"> <caption>Data for Payment Changes</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>A slowdown in activity</td> <td>38%</td> </tr> <tr> <td>An improvement in activity</td> <td>39%</td> </tr> <tr> <td>No change</td> <td>21%</td> </tr> <tr> <td>Other (please specify)</td> <td>3%</td> </tr> </tbody> </table>	Category	Percentage	A slowdown in activity	38%	An improvement in activity	39%	No change	21%	Other (please specify)	3%	<p>Responses throughout the survey period have been relatively stable.</p>
Category	Percentage											
A slowdown in activity	38%											
An improvement in activity	39%											
No change	21%											
Other (please specify)	3%											

Question	Graphical Presentation	Comments										
<p>As a general strategy, if payment delays have been noted will you:</p>	 <table border="1"> <caption>Data for Payment Delay Strategies</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Place accounts for collection more quickly (sooner than you would have previously)</td> <td>10%</td> </tr> <tr> <td>Immediately place them with outside Counsel and skip the agency process</td> <td>0%</td> </tr> <tr> <td>Examine each claim for the potential of an immediate write-off</td> <td>5%</td> </tr> <tr> <td>No change in approach</td> <td>85%</td> </tr> </tbody> </table>	Category	Percentage	Place accounts for collection more quickly (sooner than you would have previously)	10%	Immediately place them with outside Counsel and skip the agency process	0%	Examine each claim for the potential of an immediate write-off	5%	No change in approach	85%	<p>Survey results indicate no change in standard strategy or approach if payments are delayed.</p>
Category	Percentage											
Place accounts for collection more quickly (sooner than you would have previously)	10%											
Immediately place them with outside Counsel and skip the agency process	0%											
Examine each claim for the potential of an immediate write-off	5%											
No change in approach	85%											

Question	Graphical Presentation	Comments								
<p><b>Have you modified your 3rd party collection placements?</b></p>	 <table border="1"> <caption>Data for Question 19</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes, we have become more aggressive and placing more accounts</td> <td>5%</td> </tr> <tr> <td>No, we continue to place accounts in a similar pattern to what was done pre-COVID-19</td> <td>88%</td> </tr> <tr> <td>Other (please specify)</td> <td>7%</td> </tr> </tbody> </table>	Response	Percentage	Yes, we have become more aggressive and placing more accounts	5%	No, we continue to place accounts in a similar pattern to what was done pre-COVID-19	88%	Other (please specify)	7%	<p>Current survey results indicate 3rd party placements are following standard processes.</p>
Response	Percentage									
Yes, we have become more aggressive and placing more accounts	5%									
No, we continue to place accounts in a similar pattern to what was done pre-COVID-19	88%									
Other (please specify)	7%									

Question	Graphical Presentation	Comments								
<p><b>If "Yes" to question #19, what was your decision based on?</b></p>	 <table border="1"> <caption>Data for Question 20</caption> <thead> <tr> <th>Decision Based On</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>A focus on cash flow and collecting all receivables</td> <td>50%</td> </tr> <tr> <td>A focus on certain segments of our portfolio and collecting receivables</td> <td>17%</td> </tr> <tr> <td>Trying to support our customer relationships and not pursuing third party activity</td> <td>33%</td> </tr> </tbody> </table>	Decision Based On	Percentage	A focus on cash flow and collecting all receivables	50%	A focus on certain segments of our portfolio and collecting receivables	17%	Trying to support our customer relationships and not pursuing third party activity	33%	<p>There has been a significant movement with:</p> <ul style="list-style-type: none"> <li>● a 30% increase on the focus for cash flow</li> <li>● less concern (40% decrease) in supporting customer relationships.</li> </ul>
Decision Based On	Percentage									
A focus on cash flow and collecting all receivables	50%									
A focus on certain segments of our portfolio and collecting receivables	17%									
Trying to support our customer relationships and not pursuing third party activity	33%									

Question	Graphical Presentation	Comments						
<p><b>Have you made adjustments to your Bad Debt Reserve/CECL because of the crisis?</b></p>	 <table border="1"> <caption>Data for Question 21</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>49%</td> </tr> <tr> <td>No</td> <td>52%</td> </tr> </tbody> </table>	Response	Percentage	Yes	49%	No	52%	<p>A steady increase has been noted in the number of firms increasing their bad debt reserves. The original metric result of 25% has now jumped to approximately 50%.</p>
Response	Percentage							
Yes	49%							
No	52%							



Question	Graphical Presentation	Comments						
<p>If "Yes", did you simply raise the allocation by a specified percentage</p>	<table border="1"> <caption>Data for Allocation Increase Chart</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>53%</td> </tr> <tr> <td>No</td> <td>47%</td> </tr> </tbody> </table>	Response	Percentage	Yes	53%	No	47%	<p>Trendlines remain the same with 53% raising the allocation by a specific percentage.</p>
Response	Percentage							
Yes	53%							
No	47%							

Question	Graphical Presentation	Comments										
<p>How was the percentage applied?</p>	<table border="1"> <caption>Data for Percentage Application Chart</caption> <thead> <tr> <th>Category</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>A less than 10% increase in the reserve</td> <td>37%</td> </tr> <tr> <td>Greater than 10% but less than 25% increase in the reserve</td> <td>46%</td> </tr> <tr> <td>Greater than 25% but less than 50% increase in the reserve</td> <td>7%</td> </tr> <tr> <td>Greater than 50% increase in the reserve</td> <td>11%</td> </tr> </tbody> </table>	Category	Percentage	A less than 10% increase in the reserve	37%	Greater than 10% but less than 25% increase in the reserve	46%	Greater than 25% but less than 50% increase in the reserve	7%	Greater than 50% increase in the reserve	11%	<p>More firms are increasing their reserve rates by 15%, with some noting rates increasing at 10% and 25% as well.</p>
Category	Percentage											
A less than 10% increase in the reserve	37%											
Greater than 10% but less than 25% increase in the reserve	46%											
Greater than 25% but less than 50% increase in the reserve	7%											
Greater than 50% increase in the reserve	11%											

Question	Graphical Presentation	Comments						
<p>Are you experiencing an increase in fraudulent activity?</p>	<table border="1"> <caption>Data for Fraudulent Activity Chart</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>19%</td> </tr> <tr> <td>No</td> <td>81%</td> </tr> </tbody> </table>	Response	Percentage	Yes	19%	No	81%	<p>Fraudulent activity has increased 9% (from 10% to 19%) from survey 4 to survey 5.</p>
Response	Percentage							
Yes	19%							
No	81%							

Question	Graphical Presentation	Comments										
<p>If "Yes", what approach(es) are you using to combat it? Check all that apply.</p>	<table border="1"> <caption>Approaches to Combat Fraud</caption> <thead> <tr> <th>Approach</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Reporting to authorities</td> <td>43%</td> </tr> <tr> <td>Resolving with insurance</td> <td>0%</td> </tr> <tr> <td>Communicating with customers/vendors to reduce risk</td> <td>82%</td> </tr> <tr> <td>Other (please specify)</td> <td>25%</td> </tr> </tbody> </table>	Approach	Percentage	Reporting to authorities	43%	Resolving with insurance	0%	Communicating with customers/vendors to reduce risk	82%	Other (please specify)	25%	<p>Customer communication remains a primary deterrent in the prevention of fraud.</p>
Approach	Percentage											
Reporting to authorities	43%											
Resolving with insurance	0%											
Communicating with customers/vendors to reduce risk	82%											
Other (please specify)	25%											

Question	Graphical Presentation	Comments						
<p>Have you continued to provide your payment experience externally (reporting agencies, trade groups)?</p>	<table border="1"> <caption>Payment Experience Externally</caption> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>88%</td> </tr> <tr> <td>No</td> <td>12%</td> </tr> </tbody> </table>	Response	Percentage	Yes	88%	No	12%	<p>During the survey period, 80% of firms indicate they are contributing their data. However, this is a 10% decrease from the pre-COVID period.</p>
Response	Percentage							
Yes	88%							
No	12%							

Question	Graphical Presentation	Comments												
<p>Are you showing a significant movement in your reporting metrics?</p>	<table border="1"> <caption>Movement in Reporting Metrics</caption> <thead> <tr> <th>Metric</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>DSO is getting worse</td> <td>14%</td> </tr> <tr> <td>DSO is getting better</td> <td>20%</td> </tr> <tr> <td>Aging of accounts receivable is getting worse</td> <td>17%</td> </tr> <tr> <td>Aging of accounts receivable is getting better</td> <td>29%</td> </tr> <tr> <td>Other (please specify)</td> <td>19%</td> </tr> </tbody> </table>	Metric	Percentage	DSO is getting worse	14%	DSO is getting better	20%	Aging of accounts receivable is getting worse	17%	Aging of accounts receivable is getting better	29%	Other (please specify)	19%	<p>More respondents, albeit minimal, indicate a positive movement in metrics rather than a negative change.</p>
Metric	Percentage													
DSO is getting worse	14%													
DSO is getting better	20%													
Aging of accounts receivable is getting worse	17%													
Aging of accounts receivable is getting better	29%													
Other (please specify)	19%													

**Final Thoughts** - This fifth survey highlights the impacts to the credit and accounts receivable management professional across a myriad of discipline related responsibilities and underscores the importance of the role within the success of a business. What is clear is that the COVID-19 reach has extended to all industries and with all who participated in the series of surveys.

The Credit Research Foundation extends a continued **THANK YOU** to all who have participated and provided data on the series of stackable surveys on the impacts and trends of COVID-19. CRF will continue to assess and report on educational content across the credit and accounts receivable discipline.