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3 **DID 002: RECOVERY ASSIGNMENT FORM**
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7 **Purpose:** The Recovery Assignment Form is a control document that will outline basic information about the
8 recovery case and the Ex-Im and Contractor personnel assigned. The document should enable Ex-Im Bank to
9 quickly become familiar with the case and the parties involved in the case. The Contractor will adjust the
10 document from time-to-time, as new subcontractors are assigned or other information on the form changes.
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14 **Format and Medium:** The Recovery Assignment Form shall be transmitted in hard copy or electronic format.
15 If hard copy, it shall be printed on 8.5" x 11" paper 12 point font minimum. If electronic it shall be transmitted
16 by email using Microsoft Office Word 2003 for Windows or a more current version which is compatible with
17 Ex-Im Bank systems. Updates will be required as changes occur. These updates may be sent as a hard copy or
18 electronically.
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21 **Content:** At a minimum the Recovery Assignment Form will include:

- 22 ➤ claim number(s);
- 23 ➤ policy/guarantee number(s);
- 24 ➤ type of policy(ies);
- 25 ➤ Contractor company name, personnel assigned with phone, fax and email, and contractual recovery fee;
- 26 ➤ obligor name, tax or other identification number (if available), address, phone, fax, and email;
- 27 ➤ owner name(s), tax or other identification number (if available), address, phone, fax, and email;
- 28 ➤ guarantor(s) name, tax or other identification number (if available), address, phone, fax, and email;
- 29 ➤ participant name, tax or other identification number (if available), wiring instructions, address, phone,
30 fax, contact name, and contact email;
- 31 ➤ collateral description, if any;
- 32 ➤ Ex-Im Bank, Contractor, and participant share (by percentage, to two (2) decimal places) of future
33 collections; and
- 34 ➤ signatures of the recovery officer and an authorized officer of the Contractor indicating that they accept
35 the case, understand the Ex-Im Bank collection guidelines, and will comply with the ethical standards of
36 the collection laws in the United States of America or in the country where the Contractor is working on
37 a recovery.
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39 Ex-Im Bank may add to the requirements of this form and the Contractor may suggest additions and/or
40 deletions.
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3 **DID 003: SMALL RECOVERY CASE GUIDELINES**
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7 **Purpose:** The Small Recovery Case Guidelines is a control document that will outline the actions that are
8 approved by Ex-Im Bank as part of the assignment of the Small Recovery cases. The document will be a clear
9 communication between Ex-Im Bank and the Contractor regarding the acts that are permissible without further
10 approval on the part of Ex-Im Bank. Ex-Im Bank will prepare this document and adjust it from time-to-time, in
11 its sole discretion.
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15 **Format and Medium:** The Small Recovery Case Guidelines shall be dated and printed on 8.5" x 11" paper 12-
16 point font minimum.
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20 **Content:** The Small Recovery Case Guidelines will communicate to the Contractor what actions are permitted
21 to effect a collection. At all times the Contractor must comport itself in a professional manner, consistent with
22 acting on behalf of the U. S. Government. Some examples of small recovery case actions are:

- 23 ➤ written and verbal contact with the principals of the debtor and guarantors;
- 24 ➤ analyze the cash flow of the debtor, owner(s), and guarantor(s);
- 25 ➤ analyze the valuation of the collateral (if any);
- 26 ➤ liquidation of collateral (if any);
- 27 ➤ file suit against debtor, owner(s), and guarantor(s) (only after receiving written approval to do so from
28 AMD and the OGC);
- 29 ➤ reschedule debt to restart payments (only with acknowledgement of debt from the debtor and
30 guarantor(s); and
- 31 ➤ settle the debt for a lesser amount when cash flow, asset values, and company viability warrant.
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33 The document will be signed by the COTR and the Contractor's president (or other authorized officer of the
34 Contractor) and will remain the guiding document until such time as Ex-Im Bank notifies the Contractor of a
35 change.
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39 **DID 004: QUARTERLY RECOVERY PROGRESS REPORT OF SMALL CASES**
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43 **Purpose:** The Quarterly Recovery Progress Report of Small Cases is a summary document that will provide
44 the Ex-Im Bank recovery officer with information on the progression of the small recovery cases. The
45 Quarterly Recovery Process Report of small cases should include a certification by the Contractor, that it is
46 following the guidelines for small recovery cases. It must be filed with Ex-Im Bank by the last Ex-Im Bank
47 business day of the month following the close of the calendar quarter.

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2 **Format and Medium:** The Quarterly Recovery Progress Report of Small Cases shall be transmitted in hard
3 copy and electronic format. Five (5) hard copies shall be printed on 8.5" x 11" paper 12-point font minimum.
4 The hard copies will be bound in some format (spiral bound, binder, etc.) so that all reports are in a book or
5 series of books. In addition, one (1) report will be delivered in an electronic form shall be transmitted on a
6 storage device, to be agreed on by the parties, using Microsoft Office Word 2003 for Windows or a more
7 current version which is compatible with Ex-Im Bank systems. The current form of this reporting is on CD.
8 This or another form can be agreed by the parties.
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11 **Content:** At a minimum the Quarterly Recovery Progress Report of Small Cases will include:

- 12 ➤ claim number(s);
- 13 ➤ policy/guarantee number(s);
- 14 ➤ type of policy(ies)/guarantee(s);
- 15 ➤ contractor company name, personnel assigned with phone, fax and email, and contractual recovery fee;
- 16 ➤ obligor name;
- 17 ➤ owner name(s);
- 18 ➤ guarantor name(s);
- 19 ➤ participant name(s);
- 20 ➤ buyer debt amount (amount owed to insured/guaranteed party);
- 21 ➤ claim payment amount (amount of claim paid by Ex-Im Bank);
- 22 ➤ claim payment date;
- 23 ➤ date assigned to Contractor;
- 24 ➤ Contractor officer contact information;
- 25 ➤ statute of limitations dates for both executive and ordinary actions;
- 26 ➤ lien expiration dates;
- 27 ➤ Ex-Im Bank officer contact information;
- 28 ➤ description of the transaction that led to the claim;
- 29 ➤ outline of the investigation that was performed and the findings;
- 30 ➤ chronological record of activity on the case (each new entry to be dated to show the progression of the
31 recovery process over time);
- 32 ➤ date the case was assigned to the Contractor;
- 33 ➤ each date of visits to the buyer and/or guarantor;
- 34 ➤ detailed information of the historical cash flow on the recovery case beginning with the claim payment;
- 35 ➤ analysis of the findings and recovery plan (including cost estimates [for each portion of the recovery
36 plan], time estimates [for each portion of the recovery plan], and recovery estimates);
- 37 ➤ Contractor must document the justifications for the actions taken so that Ex-Im Bank may review the file
38 at anytime; and
- 39 ➤ certifications by both the recovery officer and an authorized officer of the contracting firm that the
40 guidelines for small recovery cases have been followed.
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42 Ex-Im Bank may add to the requirements of this form and the Contractor may suggest additions and/or
43 deletions.
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3 **DID 005: RECOVERY PLAN**
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7 **Purpose:** The Recovery Plan is an oversight document that will provide the Ex-Im Bank recovery officer with
8 the information needed to basic information about the recovery case and the Ex-Im and Contractor personnel
9 assigned. The Contractor's recovery officer will prepare and sign a Recovery Plan that outlines the results of
10 the initial investigation into the case and proposes a plan of action for recovering the debt. The Recovery Plan
11 must be received by the Ex-Im recovery officer no later than one month from the date that the case is assigned
12 to the Contractor. The Ex-Im Bank and Contractor recovery officers will discuss the proposed plan and Ex-
13 Im's recovery officer will either 1) sign the document assenting to the plan, 2) request additional information
14 before approving a plan, or 3) require modification and resubmission of the plans.
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17 **Format and Medium:** The agenda shall be transmitted in hard copy and electronic format. Hard copy shall be
18 printed on 8.5" x 11" paper 12-point font minimum. An electronic copy shall be transmitted by email using
19 Microsoft Office Word 2003 for Windows or a more current version which is compatible with Ex-Im Bank
20 systems.
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24 **Content:** At a minimum the Recovery Plan will include:

- 25 ➤ claim number(s);
- 26 ➤ policy/guarantee number(s);
- 27 ➤ type of policy(ies);
- 28 ➤ Contractor company name, personnel assigned with phone, fax and email, and contractual recovery fee;
- 29 ➤ obligor name;
- 30 ➤ owner name(s);
- 31 ➤ guarantor(s) name;
- 32 ➤ participant name;
- 33 ➤ description of the transaction that led to the claim;
- 34 ➤ detailed description of the investigation that was performed and the findings;
- 35 ➤ detailed analysis of the recovery plan (including cost estimates [for each portion of the recovery plan],
36 time estimates [for each portion of the recovery plan], and recovery estimates).
- 37 ➤ certifications by both the recovery officer and the Contractor's president (or an authorized officer) of the
38 contracting firm that the guidelines for small recovery cases have been followed.
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41 Ex-Im Bank may add to the requirements of this form and the contractor may suggest additions and/or
42 deletions.
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3 **DID 006: MONTHLY RECOVERY PROGRESS REPORT OF LARGE OR WORKING CAPITAL**
4 **CASES**
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8 **Purpose:** The Monthly Recovery Progress Report of Large or Working Capital Cases guidelines is a control
9 document that will outline the actions that the contractor has taken on Large and Working Capital recovery
10 cases. The document will be a clear communication between Ex-Im Bank and the Contractor regarding the
11 history of the Large or Working Capital case. This document is intended to record the progress made in these
12 cases. Ex-Im Bank must receive this report by the close of business on Ex-Im Bank's last business day of the
13 following month. Ex-Im Bank may adjust the document periodically, in its sole discretion.
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17 **Format and Medium:** The Monthly Progress Report for Large or Working Capital Cases shall be dated and
18 printed on 8.5" x 11" paper 12-point font minimum. One copy will be unbound so the individual reports may
19 be placed in the appropriate recovery file. In addition, the contractor will provide twenty (20) spiral bound
20 copies compiling all of the reports into one book.
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24 **Content:** At a minimum the Monthly Recovery Progress Report of Large or Working Capital Cases will
25 include:

- 26 ➤ claim and policy/guarantee number(s);
- 27 ➤ type of policy(ies);
- 28 ➤ Contractor company name, personnel assigned with phone, fax and email, and contractual recovery fee;
- 29 ➤ obligor name, owner name(s), and guarantor(s) name;
- 30 ➤ participant name(s);
- 31 ➤ description of the transaction that led to the claim;
- 32 ➤ outline of the investigation that was performed and the findings;
- 33 ➤ chronological record of activity on the case starting with the date the case was assigned to the
34 Contractor;
- 35 ➤ statute of limitations dates for both executive and ordinary actions and lien expiration dates;
- 36 ➤ table detailing each date of visits to the buyer and/or guarantor and who the meeting participants were;
- 37 ➤ detailed information of the historical cash flow on the recovery case beginning with the claim payment;
- 38 ➤ analysis of the findings and recovery plan (including cost estimates [for each portion of the recovery
39 plan], time estimates [for each portion of the recovery plan], and recovery estimates);
- 40 ➤ Contractor must document the justifications for the actions taken and compare actual results to the
41 approved recovery plan (Include reasons for deviations from the plan. Material deviations may require
42 a new recovery plan to be approved by Ex-Im Bank.);
- 43 ➤ analysis of: the cash flow of the debtor, the owner(s), the guarantor(s), liquidation value of collateral (if
44 any); and potential for legal action; and
- 45 ➤ status of rescheduled debt payments.
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47 The unbound original document will be signed by the Contractor's president.

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2 **DID 007: CLOSING RECOMMENDATION MEMO**
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6 **Purpose:** The Closing Recommendation Memo is a control document that will detail the progress the
7 Contractor has made on a recovery case and will provide a written analysis and justification for ending the
8 recovery activities. Ex-Im Bank must receive and sign this report before the Contractor may remove the case
9 from its monthly and quarterly statistics of open cases. Ex-Im Bank will adjust the document from time-to-
10 time, in its sole discretion.
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14 **Format and Medium:** The Closing Recommendation Memo shall be dated and printed on 8.5" x 11" paper
15 12-point font minimum.
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19 **Content:** The Closing Recommendation Memo will communicate the Contractor's belief that all reasonable
20 collection efforts have been exhausted and its recommendation to cease additional efforts. The Closing
21 Recommendation Memo should include:

- 22 ➤ all information regarding the parties involved in the transaction and recovery efforts;
- 23 ➤ a brief history of the actions taken;
- 24 ➤ a history of the recoveries, collection expenses, and fees paid to the Contractor;
- 25 ➤ Contractor must document the justifications for seeking to close the case; and
- 26 ➤ form will include places by the place for Ex-Im Bank signature to indicate that Ex-Im Bank either agrees
27 or disagrees with the Contractor's recommendation.
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29 The document will be signed by the Contractor's authorized manager but does not become effective until it has
30 been signed by the COTR.
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2 **DID 008: EX-IM BANK MONTHLY REPORT ON RECOVERY ACTIVITIES**
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6 **Purpose:** The Ex-Im Bank Monthly Report on Recovery Activities is a control document that will detail the
7 results the Contractor has received on the portfolio of recovery cases. Ex-Im Bank will use this document as its
8 report to senior management on the progress of the program. Ex-Im Bank will adjust the document from time-
9 to-time, in its sole discretion.
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13 **Format and Medium:** The Ex-Im Bank Monthly Report on Recovery Activities shall be dated and printed on
14 8.5” x 11” paper 12-point font minimum and submitted electronically. Ex-Im Bank will require one unbound
15 original and twenty (20) spiral bound reports. Electronic it shall be transmitted by email using Microsoft Office
16 Word 2003 for Windows or a more current version which is compatible with Ex-Im Bank systems.
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19 **Content:** The Ex-Im Bank Monthly Report on Recovery Activities will communicate the Contractor’s belief
20 that all reasonable collection efforts have been exhausted and its recommendation to cease additional efforts.
21 The Ex-Im Bank Monthly Report on Recovery Activities should include:

- 22 ➤ listings of the recovery cases opened by number and dollar, in total, by country, and by product type;
- 23 ➤ listing of recovery cases closed by number and dollar, in total, by country, and by product type;
- 24 ➤ average age of recovery cases in total and by product; and
- 25 ➤ end of the month and fiscal year-to-date statistics on the portfolio balance, number of cases, recovered
26 amount, and fees paid or owed to the contractor for the recovered amounts.
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28 The original document will be signed by the Contractor’s president (or an authorized officer) but the twenty
29 (20) spiral bound copies need not have an original signature.
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2 **DID 009: MONTHLY REPORT ON ASSETS ACQUIRED THROUGH RECOVERIES**
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6 **Purpose:** The Monthly Report on Assets Acquired Through Recoveries is a control document that will detail
7 the assets being held by Ex-Im Bank as a result of recovery activities. AMD will use this document to report to
8 the Office of the Chief Financial Officer on the acquisition of assets, the value of assets held, and the
9 disposition of assets. Ex-Im Bank will adjust the document from time-to-time, in its sole discretion.
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12 **Format and Medium:** The Monthly Report on Assets Acquired Through Recoveries shall be dated and printed
13 camera ready on 8.5" x 11" paper 12-point font minimum and submitted electronically. Ex-Im Bank will
14 require one unbound original and ten (10) spiral bound reports. Electronic it shall be transmitted by email using
15 Microsoft Excel 2000 or a more current version which is compatible with Ex-Im Bank systems.
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19 **Content:** The Monthly Report on Assets Acquired Through Recoveries will communicate the assets acquired
20 during the month, held during the month, and disposed of during the month. The document should include:

- 21 ➤ claim number and policy/guarantee number;
- 22 ➤ debtor name;
- 23 ➤ description of the asset (including serial number, location, etc.);
- 24 ➤ prior owner of the asset;
- 25 ➤ date acquired;
- 26 ➤ value of asset;
- 27 ➤ valuation method and date of valuation;
- 28 ➤ date disposed; and
- 29 ➤ liquidation amount of disposed asset.
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32 The original document will be signed by the Contractor's president (or an authorized officer) but the ten (10)
33 spiral bound copies need not have an original signature.
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