

# Business is about Risk Management!

## Successful businesses have strong Risk Management Systems

Trade Bureaux Australia P/L provides secretarial and chairperson facilities for Industry Credit groups within Australia. The company commenced in March 1998, after successfully negotiating an agreement with Veda Advantage for the outsourcing of its Bureaux operations.

### CREDIT RISK

Understanding the risk of a potential or existing customer experiencing financial stress provides you invaluable insight.

Having this information allows you to make informed credit decisions about which customers you should extend credit to and ultimately supports the mitigation of the risk of non-payment from a business in distress.

Firms with best practices credit systems have access to trade information.

- We provide a forum for Credit & Finance professionals to meet, collect and exchange fractural Trade information on regular basis.
- A National Organisation which has been operating since 1998
- National Trade Bureaux with over 300,000 Business References in various industries
- Maintain Privacy, Legal and Trade Practices compliant systems
- Access to a network of legal advisors which can keep members updated on PPSA Regulations, Collection guidelines, Developing Credit Terms & Conditions, Collection processing, support with over Due Collections ETC
- Provide information in general terms on the PPSA Legislation & can assist in understanding what this Legislation means to your business
- Provide guest speakers at forums to discuss relevant industry matters

With markets being more competitive, margins shrinking do you expect bad debts to increase? Do you best practices credit systems to mitigate the potential loss?

### PRIMARY OBJECTIVE

A forum for a group of Industry Credit Personnel to gather and exchange factual information concerning a customer's ability to pay to the agreed terms.

This enables participants to identifying early signs of risk within the guidelines of the Competition and Consumer Act.

### WHAT ARE THE BENEFITS?

- A reduction in exposure to bad debt
- Hi-light customers that are forced to transfer between suppliers due to non-payment
- Access to the TBA Trade Reference Data Base (300,000 References)
- Provide the opportunity to discuss specific industry related problems
- A Bureau is an excellent vehicle for obtaining independent references on new accounts
- Identify payment trends in your industry

### WHAT ARE YOUR OBLIGATIONS?

- To contribute to the content of the meeting
- To ensure complete confidentiality of information exchanged
- To commit to regular attendance

Trade Bureaux Australia has 60+ years of industry experience and has vast access to Accountants, Liquidators and a network of legal advisors who assist to keep our members fully informed and up to date on the following:

- PPSA Regulations
- Understand the collection guidelines issued by ACCC & ASIC
- Privacy provisions / Competition and Consumer Act
- Misuse of information
- We are able to provide Guest Speakers on other relevant matters

*"Jeff and TBA provide a unique and important conduit for personnel in the credit risk space. Jeff calls upon his years of experience in credit management by placing like credit professionals in direct contact with other industry stakeholders as a means of facilitating the sharing of ideas and knowledge. The experience is unique in that it places each participant on an equal level, allowing for structured, innovative and collaborative learning experiences. Jeff tailors his forums to ensure they provide topical and current insights that are relevant for credit professionals and creates a collaborative environment where participants feel comfortable to express their views and brainstorm solutions."*

**Fabian Micheletto**  
Director, SV Partners

## HOW DO TRADE BUREAUX WORK?

Each member forwards to TBA, a list of accounts for discussion. TBA then compiles a book with all submissions.

The member then makes notes on accounts that they can comment on.

A meeting is convened and facilitated by an independent chairperson provided by TBA.

Industries we currently supply & provide services to & on the following:

- Aluminium/Glass
- Automotive
- Furnitures
- Hospitality (incl. Liquor)
- Sport
- Steel Industry & Related (Incl West Australia)
- Food Service/Packaging
- Hair Care Industry
- Print
- Timber
- Transport

Affiliated with:

- The National Credit Group Credit Management
- Review New Account Applications
- Terms & Conditions documents
- Assist with updating Account Application & Terms & Conditions
- Collection Processing
- Review Over Due Collections
- Can assist with Administrator and liquidation's appointments.
- Credit staff training
- Run credit seminars to keep abreast of current industry credit related matters

Trade Bureaux Australia is a licensed agent for Equifax Advantage.

Listed below are the type of reports we can provide.

- (COMBO) Company, two directors and ASC update
- (BUS) Business enquiry only
- (CO) Company enquiry only
- (SCOR) Scored company/business trading history with trade payments

*"We have been involved with the Trade Bureau Australia meetings now for approx. 15 years and they are so important to our company as we self-insure. We rely only on trade references to access our credit risk and without the arrangement of these meetings and database information we would not be able to make such informed decisions about our potential customers. The Trade Bureau Australia meetings provide a confidential way for us to be able to speak to our competitors and know that everyone is bound by the meetings rules and regulations and that way we can freely and honestly discuss accounts with our competitors. The ability to form relationships with other credit managers in our industry is a very important and beneficial aspect of the Bureau. Also with the help of Jeff Hurst providing informative information and occasionally guest speakers on credit, PPSR and legal discussions you could not ask for a better "business partner."*

**Helen Fenech**

Accountant, Architectural Window Systems Pty Ltd



## Jeffrey G Hurst

Director, Trade Bureaux Australia

Jeff was the AICM's Victorian/Tasmanian Division director on the national board and chairs the membership committee from 2012 until 2018. Previous roles within the AICM include State President of the Victorian/Tasmanian division and state Chairman for YCPA & Professional Development.

Jeff has over 40 years' experience in credit and is passionate about sharing knowledge and encouraging participation in development events.

Director, Trade Bureaux Australia  
July 2016 - present

- Focus on the sharing of best practice trends in credit management
- Networking of credit managers
- Presentation of industry specific topics and facilitation of panel discussion

2001 - 2016 Scalzo Food Industries  
National Credit Manager

1986 - 2001 Van Leer / Huhtamaki  
National Credit Manager

1985 - 1986 Carborundum Abrasives  
National Credit Controller

1982 - 1985 Carlingford Insurance  
State Credit Controller

1972 - 1982 Golden Fleece Petroleum  
Credit Supervisor

## QUALIFICATIONS

- Advanced Cert in Buss Studies (Management)
- Advanced Cert in IT obtained from NMIT
- Various Credit Course conducted at Prahran College
- Life member AICM
- Fellow AIM

## HEAD OFFICE

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**TRADE BUREAUX**  
Australia