

SMALL BUSINESS DEBT DILEMMAS

1 IN 4 COMPANIES

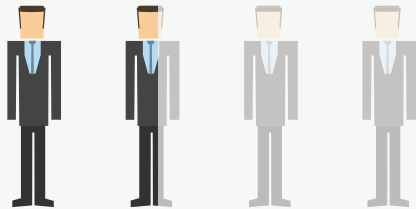
have trouble collecting payment from customers

OF THOSE COMPANIES WHO HAVE TROUBLE COLLECTING PAYMENT...

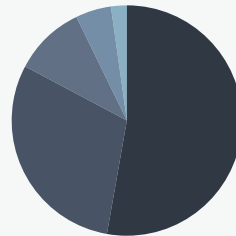
49%

wrote off **bad debt** this year

43% have customers who are more than **90 days late** on payments.

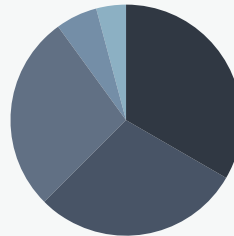


To protect their business



- 53% use legal contracts
- 30% use a paper trail
- 10% use non-written methods
- 7% use 'other'

To resolve late payment issues



- 34% call customers
- 30% send formal demand letter
- 28% write an email or letter
- 10% other