

## **iCredit**

### **Alben Mitarev – CEO of iCredit**

Since its founding almost 10 years ago, iCredit is among the preferred fast lending companies in Romania with its 111 offices and over 1600 employees in the country. As one of the main originators on iuvo, we would like to appeal to the investors about the measures we have taken in the fight to stop the coronavirus pandemic.

In the past couple of weeks, iCredit successfully focused its resources in ensuring the stability of our business in these challenging times:

- We changed the limits for some types of loans that we grant;
- We have refined granting loans to clients from the business sectors, that were affected the most from the occurred economic circumstances;
- We introduced a variety of financial reliefs and discounts to different groups of clients, which immediately increased the payment requests of delayed loans;
- Optimized operating expenses;
- Our call center work has been reorganized with the main goal of increasing collectability;
- We adapted our way of work in order to help in the fight against the spread of the coronavirus;
- Employees, who's work allows it, work from home, and the rest maintain a safe social distance at the office;
- The company's offices are provided with the necessary protective wear and sanitizers, which ensure a safe work environment;
- We reorganized the sales process in order to meet the social distancing and isolation requirements – meeting our clients in their homes is suspended, we changed some of the ways of collecting where necessary, etc.;
- We developed an online payment form for loan installments through iCredit's website.

The achieved results, which we daily analyze, give us the confidence that the reaction of our business is timely and successful, and that we are continuing to be a trustworthy ally to our clients and partners.