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## **HSBC INVOICE FINANCE SCORES HAT-TRICK OF CICMQ AWARDS WITH RE-ACCREDITATION OF MARK OF QUALITY**

HSBC Invoice Finance has been recognised by the Chartered Institute of Credit Management (CICM) with its quality accreditation award (CICMQ) for the third time.

The CICMQ award is only issued to businesses that demonstrate best practice across all of their credit management functions. HSBC Invoice Finance was rigorously assessed by the CICM from the opening of accounts, invoice processing, relationship based credit control, credit assessment and risk control, and the receipt and allocation of payments.

HSBC Invoice Finance, which is based in Worthing, West Sussex and provides finance solutions across the UK and internationally, was the first receivables finance company to earn this accolade back in 2010, and the first to be successfully re-accredited in 2012.

Mark Emmerson, Head of Global Trade & Receivables Finance - UK said: “This hat-trick of CICMQ accreditations is testament to HSBC’s continued commitment to providing high levels of customer service and efficiency across its credit management functions. We are extremely proud of this award, which demonstrates the quality of our team and processes and our ability to deliver excellent service.

“Effective credit management is vital to businesses, especially in times of growth, which many businesses are experiencing following the passing of the worst recession in generations. The CICMQ award is an important recognition of our expertise, ability and commitment to help businesses thrive, and we will continue to strive to improve still further.”

Philip King, Chief Executive at the CICM said: “HSBC Invoice Finance should be immensely proud of achieving this well respected accreditation for the first, second

and now the third time. It really is a demonstration of the team's approach to continuous improvement that has seen them achieve this significant award."

*Ends*

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**Notes to Editors:**

**The HSBC Group**

HSBC Holdings plc, the parent company of the HSBC Group, is headquartered in London. The Group serves customers worldwide from over 6,200 offices in over 74 countries and territories in Asia, Europe, North and Latin America, and the Middle East and North Africa. With assets of US\$2,729bn at 30 September 2014, HSBC is one of the world's largest banking and financial services organisations.

**HSBC Commercial Banking**

For nearly 150 years we have been where the growth is, connecting customers to opportunities. Today, HSBC Commercial Banking serves businesses ranging from small enterprises to large multinationals in almost 60 developed and faster-growing markets around the world. Whether it is working capital, trade finance or payments and cash management solutions, we provide the tools and expertise that businesses need to thrive. With a network covering three quarters of global commerce, we make HSBC the world's leading international trade and business bank.

For more information see [www.hsbc.com/1/2/business-and-commercial](http://www.hsbc.com/1/2/business-and-commercial)

**The Chartered Institute of Credit Management (CICM)** is Europe's largest credit management organisation and the second largest, globally. As a leader in expertise for all credit matters, it represents the profession across trade, consumer and export credit, and all credit-related services. Formed over 70 years ago it offers a comprehensive range of services and bespoke solutions for the credit professional as well as services and advice for the wider business community, including the acclaimed CICM/BIS Managing Cashflow guides.