

HELLENIC ASSOCIATION OF DEBT NOTIFICATION AND NEGOTIATION COMPANIES

STATUTES

CHAPTER I

FORM-DENOMINATION-AIMS-MEANS OF ACTION- REGISTERED OFFICE

ARTICLE 1

FORM-DENOMINATION

An Association of Persons is established and shall be named “Hellenic Association of Debt Notification and Negotiation Companies” with the official abbreviation “ESEDA”. The Association is mainly known by its Greek name “Ελληνικός Σύνδεσμος Εταιρειών Ενημέρωσης - Διαπραγμάτευσης Απαιτήσεων” with the abbreviation “ΕΣΕΔΑ”.

ARTICLE 2

AIMS

The Association aims to:

1. Create a regulatory framework for the operation of Debt Notification and Negotiation Companies, acquire a legal status and set a Code of Ethics.

2. Promote the regulatory framework to Greek and European bodies that deal, directly or indirectly, with debtors’ notification for debts owed or due and negotiate for the time, the way and other terms of debt payment as a result of legal agreements between legal persons and agencies and private and public companies and natural or legal persons, such as the Hellenic Ministry of Economy, Competitiveness and Shipping, the Hellenic Data Protection Authority, the Hellenic Bank Association, the European Commission and others.

3. Notify both the public and the authorities in order to acquaint them with debtors' notification and debt negotiation related issues.

4. Protect collective interests as regards the institutional role and activities that fall within debtors' notification and debt negotiation procedures.

5. Promote the Association through its members towards clients and other agencies as being a certified body that can guarantee for the quality and efficacy of its actions.

6. Contact and cooperate with all kinds of services, organizations and organisms in Greece or abroad as for debtors' notification and debt negotiation issues, participate in meetings, congresses, assemblies and similar events that they hold.

7. Keep its members in such a professional level that they can meet the requirements of modern economic and social needs.

8. Make optimum use of investment or financing programmes (e.g. training, etc.) for the aims of the Association.

9. Elaborate studies and carry out all kinds of projects and activities that will promote, develop and bring out the aims of the Association.

ARTICLE 3

MEANS OF ACTION

The Association achieves its aims by means of legal instruments. In particular, but not in an exhaustive manner, the Association:

1. Will be the body through which its members will communicate and cooperate with the consumers, with the commercial and scientific world, with any kind of organization involved in the debtors' notification and debt negotiation area, in Greece as well as abroad, with the competent state authorities, with the European Union institutions and with the international organisms that deal with these issues.

2. Will be the body through which its members will communicate and cooperate with the authorities related to their activity, such as the Hellenic Data Protection Authority and the competent division of Consumer Protection of the Hellenic Ministry of Economy, Competitiveness and Shipping.

3. Will be the body representing the Association's members to other collective bodies (such as the Hellenic Consumers Association, Borrowers' Association, etc.).

4. Will use all means of information and publicity in order to bring out its members' object of activity.

5. Will represent its members in events and activities related to its members' action and object in general.

6. Will participate in national or foreign or international collective bodies, such as the Chamber of Industry, the Federation of European National Collection Associations (FENCA), the Association of Credit and Collection Professionals (ACA), the International Association of Commercial Collectors (IACC) and others.

7. Will publish books, magazines, bulletins and other printed materials.

8. Will organize lectures, training and all kinds of seminars, congresses, one day conferences and a variety of events related to the Association's aims.

9. Will participate in national or international congresses, conferences and other similar events.

ARTICLE 4

REGISTERED OFFICE

The Registered Office of the Association shall be located at the Municipality of Athens. The Association may have branch offices in other municipalities or communities, in or outside the Prefecture of Attica, to better serve its aims.

CHAPTER II

MEMBERS: ADMISSION-RIGHTS AND DUTIES-

DEPRIVATION OF MEMBERSHIP

ARTICLE 5

MEMBERS-ADMISSION

The Association has the following membership categories: founding, full and honorary members.

Founding members: Founding members are the legal persons who deal with debtors' notification and debts negotiation and who had the initiative to create the Association and signed its founding Act.

Full members: Full members are in principle the founding members. Full member can be every legal person that fulfills the criteria according to the Greek Government Law No 3758/2009 in the version in force and that has entered in the Register of Hellenic Debtors' Notification Companies, kept at the Hellenic Ministry of Economy, Competitiveness and Shipping (former Hellenic Ministry of Development). The Board of Directors decides on the admission of full members in the Association, after they submit an application accompanied by supporting documents, listed in Appendix I of the present Statutes. The candidate member declares in the application form that it fully accepts the terms of the Statutes and the decisions made by the Association's bodies. Then, the Evaluation Committee visits the candidate's office. The Committee is appointed by the Board of Directors and has at least two members of the board, an information officer and a production manager, of different companies-members. After the visit, the Evaluation Committee submits a report to the Board of Directors, within two months at the latest after the candidate's application form signature date. The Board of Directors examines all candidates' applications and the Evaluation Committee's report and decides on the admission or not of the candidate full member.

All members of the Association are subject to annual evaluations, performed by the Board of Directors, after taking into consideration all possible changes of a member; as regards these changes the member must submit to the Board of Directors the related supporting documents. If necessary, the Evaluation Committee will visit the member's office for the annual evaluation report. Extraordinary evaluations can be held after noteworthy complaints or when the present Statutes are violated.

Honorary member of the Association is designated, by decision of the General Assembly that requires a three-fifth majority of the Association's members, every natural or legal person that has offered its knowledge, its activity or through any kind of donation, important services to the Association for achieving its aims or

in general to the debtors' notification and debt negotiation area. Honorary members are entitled to participate in the General Assemblies of the Association only with the right to speak, and do not have the right to elect or be elected.

ARTICLE 6

MEMBERS' RIGHTS AND DUTIES

All members have the same rights and duties, unless the present Statutes stipulate it otherwise.

All full members of the Association have the right to elect and be elected. Honorary members participate in the General Assemblies without the right to vote but with the right to speak.

All members of the Association, besides the honorary members, are obliged to pay subscription fees and annual membership dues, as established to article 8 of the present Statutes.

All members of the Association have the right to use the name, the official abbreviation and the trademark of the Association, mentioning that they are its members as well as whether they are full or honorary members. In case of termination of a membership, the member is obliged to immediately cease their use.

ARTICLE 7

DEPRIVATION OF MEMBERSHIP

The members of the Association are deprived of their membership and are erased from its Register, a) if they resign, b), by decision of the Board of Directors and c) by decision of the General Assembly.

Member's resignation:

The member of the Association loses its membership from the day the Board of Directors is informed about its written resignation.

By decision of the Board of Directors:

If a member delays any liquidated debt towards the Association for more than six months and, despite the written call of the Association, it does not pay it, then it is erased by decision of the Board of Directors. This decision is obligatory for the Board of Directors and comprises an attestation. The Board of Directors may cancel a member's elimination, according to the above mentioned, if the member, within three months after being notified of the decision of the Board of Directors as for its elimination, settles all its debts towards the Association. In case a founding member, that has been erased from the Association according to the above mentioned, is re-registered to the Association, with a new application, is registered as a full member.

By decision of the General Assembly:

A member is erased by decision of the General Assembly after proposal of the Board of Directors for actions or emissions that are contrary to the aims of the Association or that offend the prestige of the Association or its Administration or that constitute violation of the Code of Ethics or if the criteria required for a membership no longer exist or if a member is definitely erased from the Register kept at the General Secretariat of Consumer of the Hellenic Ministry of Economy, Competitiveness and Shipping.

A member that has been erased from the Association by decision of the General Assembly can not be re-registered except by decision of the General Assembly that requires a three-fifth majority of the members, after proposal of the Board of Directors where it should justify why the reasons for its elimination were lacking.

The termination of a membership, no matter how it is produced, does not release the member from the obligations it has towards the Association until the day of the termination nor gives it the right to demand reimbursement of eventual fees or other benefits paid in advance to the Association.

CHAPTER III RESOURCES

ARTICLE 8 RESOURCES OF THE ASSOCIATION

The Association is a non-profit-making organization. The resources of the Association are regular and extraordinary. Regular resources are:

The following subscription fees and annual membership dues, that is:

1. Subscription fees, the amount and the way of payment of which is determined each time by the Board of Directors and in any case it must not change earlier than 12 months after the date of its last change.

2. Annual Membership Dues: fixed annual dues, the amount and the way of payment of which is determined by the Board of Directors.

Extraordinary resources are donations, grants, proceeds of events and all kinds of incomes of whatever origin that the Association obtains legally.

CHAPTER IV MANAGEMENT ORGANS OF THE ASSOCIATION-COMMITTEES- PERSONNEL-LEGAL ADVISER

ARTICLE 9 GENERAL ASSEMBLY

The highest organ of the Association is the General Assembly, which decides on every issue concerning the Association and is not contrary to the Law. It is the only competent organ to decide: a) on the election of the Board of Directors, b) on the termination of memberships except for those mentioned in the article 6, c) on the approval or not of the balance, of the accountability of the Board of Directors for the financial management, of the budget for the following fiscal year, d) on the election, removal, replacement of the auditors and their remuneration fixing, e) on the modification of Statutes, f) on the dissolution of the Association.

The General Assembly is comprised of all members that are up-to-date with their payments and is convened on a regular and obligatory basis once a year and on extraordinary occasions when the Board of Directors thinks it is necessary or when three members of the Board of Directors or two-fifth of the founding or full members of the Association that are up-to-date with their payments submit a written request. On these last occasions, the Board of Directors is obliged to summon the General Assembly within thirty (30) days after the submission of the

relevant request, where the items on the agenda are explicitly mentioned. In case of denial or inactive lapse of time, the members that submitted the relevant request have the right to summon by themselves the General Assembly.

The General Assembly is convened by the Board of Directors that sends by regular mail or electronic mail invitation letters by name, signed by the President and the Secretary of the Association and addressed separately to each member, at least 15 days prior to the date of the meeting of the General Assembly. The invitation letters should state, under penalty of invalidation, the place, the date and time of the meeting of the General Assembly, as well as the items on the agenda. Discussion and decision making upon items outside the agenda are prohibited and invalid, unless all members agree in writing.

The General Assembly has a quorum and makes valid decisions when $\frac{1}{2}+1$ of the total number of members having voting rights is present. Any decision taken by the General Assembly requires the absolute majority of the members present, having voting rights, except for the cases when a qualified majority and quorum is required. In the absence of the required quorum of members at the first assembly, another General Assembly is held without invitation or written notice within 15 days at the same place and with the same agenda. In the absence of the required quorum of members at the second General Assembly, a third General Assembly is held without invitation or written notice within 8 days. This third assembly is held and makes decisions regarding the items on the agenda with the absolute majority of the members present, except for the items otherwise specified by the Statutes. A voting procedure during the General Assembly regarding elections of collective bodies, trust issues with the management, approval of accounting, elimination of a member, and in general personal issues, is invalid if not conducted by secret ballot.

The General Assembly is presided over by the Association's President and in his/her absence or prevention the General Assembly shall elect a President. The Association's Secretary acts as Secretary and in his/her absence or prevention the General Assembly shall elect a Secretary. The General Assembly also elects a two-member Returning Board, in case of voting. Candidates can not be members of a Returning Board.

All members of the Association participate in the General Assemblies, provided they are up-to-date with their payments (it is confirmed that they have

settled their contributions to the Association). Honorary members participate in the General Assemblies only with the right to speak. Legal persons-members of the Association participate in the General Assemblies represented by proxies, an ordinary and an extraordinary one.

For the cases bellow, the General Assembly makes decisions with the qualified quorum and majority required for each case.

In particular:

a) dissolution of the Association or change of the Statutes and elimination of a member of the Association requires a quorum of $2/3$ of the members having voting rights and a $3/4$ majority of the members present, having voting rights.

b) discharge of the duties of a member of the Board of Directors during his/her term requires a quorum and majority as specified in subparagraph a) above.

ARTICLE 10

BOARD OF DIRECTORS

The Association is governed by the Board of Directors comprised of nine (9) members. Members of the Board of Directors are natural persons – representatives of legal persons full or founding members of the Association. Candidate members of the Board of Directors – legal persons, appoint, through a statement to the Board of Directors, the natural person that they want to stand for election.

The above members of the Board of Directors are elected by the General Assembly, extraordinary or regular session, provided they collect the votes of $1/2$ of the total number of the members present, entitled to have a member's vote plus one (1). If they do not collect the majority, there is a second ballot and the members are elected by the number of votes each one collected. In case of equality of votes, the election shall be decided by lot between candidates with equal votes, until selection of all nine (9) members.

Candidatures are submitted at least six (6) days prior to the date of the meeting of the General Assembly. Five (5) days prior to the date of the meeting of the General Assembly the list of candidates is drawn and posted at the

Association's premises. All full-members of the Association that are up-to-date with their payments have the right to stand for election.

Members elected by this procedure are assembled within seven (7) days, upon invitation of the member who won the majority of votes. Under his presidency the Board shall elect, by secret ballot and absolute majority, the President, the Vice-President, the Secretary, the Treasurer and five Members. President of the Board of Directors is always the member that came first in votes at the General Assembly. The members of the Board of Directors are elected for a term of two years and are eligible for re-election. The Board of Directors is assembled in body and receives from the outgoing Board of Directors the records and all related documents of the Association with a protocol of delivery and acceptance.

The status of the President or/and the Vice-President or/and the Secretary or/and the Treasurer can not coexist on the same person, but each one of them can exercise a member's duties.

The Board of Directors has a quorum and makes valid decisions when at least five (5) members are present in person. The Board of Directors makes decisions with the absolute majority of the members present or represented. In case of equality of votes, the President has a casting vote.

A member of the Board of Directors that can not be present in person at a meeting may authorize in writing another member of the Board of Directors to act as a proxy. No one can represent more than one member.

In case a member of the Board of Directors ceases for any reason to represent the legal person-member of the Association, that has appointed it as its representative, loses by right its membership to the Board of Directors. The legal person-member of the Association, that has appointed it as its representative, loses by right its membership to the Board of Directors, if it does not appoint a substitute of the ceased member of the Board of Directors with the same representation withdrawal form and in any case on the same day. The replacement is valid for the remaining period of the term of the Board of Directors and provided that it will be approved by the majority of the members of the Board of Directors. The above are also applicable in case the representative-member resigns or dies or is unable for any reason to exercise his/her duties as a member of the Board of Directors. If the replacement procedure is not instituted on the same day of the resignation or death, etc of the Director, or if the replacement appointed does not

collect the necessary majority, then one (1) of the elected substitute members based on their number of votes takes the place of the resigned or dead, etc Director. In case of equality of votes, the election shall be decided by lot between members with equal votes. If the post becoming vacant belonged to the President of the Board of Directors, after a replacement is proposed, the Board of Directors is reassembled in body. The substitute elected member of the Board of Directors remains at the place of a member of the Board of Directors until the expiration of term of office of the replaced member. This election is submitted for approval to the next regular or extraordinary General Assembly session. The action of the Director, who was elected this way, are valid even if his/her election is not approved by the General Assembly.

If a member's vacant post due to resignation, removal or any other cause, can not be filled, as provided above, then, since the members of the Board of Directors are more than five (5), the Board of Directors is assembled and makes decisions until the end of its term of office. However, if the members of the Board of Directors are four (4), then the remaining members of the Board of Directors are obliged to summon, at their first meeting, the General Assembly, in order to fill the vacant posts, in conformity with the above restrictions about the elective members of the Board of Directors. The substitute elected member of the Board of Directors remains at the place of a member of the Board of Directors until the expiration of term of office of the replaced member. If the number of members of the Board of Directors is increased under four (4), then elections are announced for electing a new Board of Directors.

The Board of Directors is convened on a regular basis once a month or on extraordinary occasions, after invitation of its President. The President is obliged to summon the Board of Directors if at least three (3) members of the Board of Directors submit a request, addressed to the President and mentioning the issues that will be discussed. The relevant invitation shall be in writing. In that case, the Board of Directors is convened within ten (10) days at the most after the submission of the request. In case of the President's denial or inactive lapse of time, the Board of Directors is obliged, after invitation of the members of the Board of Directors that submitted the request, to summon the Extraordinary General Assembly, fixing a date of meeting within thirty (30) days after the day of submission of the request to the President of the Board of Directors. The request

must explicitly mention the items on the agenda and include the request for elections.

Discussions and decisions made by the Board of Directors are recorded in a Minutes Book kept for this special purpose. Minutes are signed by the President and the Secretary, after being approved by the supervising Directors.

ARTICLE 11

COMPETENCE OF THE BOARD OF DIRECTORS

The Board of Directors decides on all issues related to the management of the Association, unless the Statutes stipulate it otherwise.

The President of the Board of Directors represents the Association before any Public Judicial and other Authority, as well as before any natural or legal person in Greece or abroad. He/she conducts and is in charge of the discussion during the Board of Directors' meeting and signs himself/herself all documents of the Board of Directors and with the Treasurer all collection and payment documents, supervises the exercise of powers by the other members of the Board of Directors and the Association's Committees, summons the Board of Directors at least once a month and the General Assembly as provided by the Statutes. In case of in his/her absence or prevention, the President is replaced by the first Vice-President.

The Secretary is the person that introduces and executes the decisions made by the Board of Directors. He/she attends to recording of the minutes during the meetings of the Board of Directors and the General Assembly. He/she signs them with the chairman during the meeting and keeps the minutes book of the General Assemblies. The Secretary keeps a record of the members, manages the correspondence and keeps a register of incoming and outgoing documents, keeps the archives, as well as the absolutely necessary, according to the law, books of accounts and the stamp of the Association. Moreover, the Secretary may sign alone, by order of the President, the documents of the Association addressed to the members, as well as all documents regarding any kind of information addressed to anyone. In case of his/her absence or prevention, the Secretary is replaced by a member of the Board of Directors appointed by decision of the Board

of Directors. The Secretary supervises the administration services of the Association.

The Treasurer keeps the Treasury of the Association, is responsible for the collection of the membership dues on the basis of duplicate receipts, stamped and signed by the President, as well as for all kinds of collections on the basis of bills of cash receipt vouchers issued by the Secretary and countersigned by the President, takes the related receipts and manages with the President bank accounts, by depositing all sums exceeding one thousand (1,000) euros. The Treasurer withdraws money from the Association's bank deposits, by written order of the President and the Secretary, and countersigns all financial documents. The Treasurer must write on the pay orders the number of the decision by the Board of Directors that approved the expense. He/she keeps the related accounting books, is liable towards the Association for all his/her duties and closes the balance sheet on December 31 of each year. Moreover, he/she prepares the budget of the following year and submits it to the Board of Directors. In case of his/her absence or prevention, the Treasurer is replaced by a member of the Board of Directors appointed by decision of the Board of Directors. The substitute Treasurer is jointly liable with the Treasurer. The Treasurer supervises the financial services of the Association.

ARTICLE 12

ETHICS COMMITTEE-DISCIPLINARY SANCTIONS

A three-member Ethics Committee of the Association is established, comprised of the President-in-Office and two members of the Board of Directors, appointed by the Board of Directors and for the same term of office as the Board of Directors. The Committee undertakes to set and change the Code of Ethics of the Association, which is approved by the General Assembly of the Association. It monitors the evolution of this Code according to the needs of the market and the international developments in this field and supervises the observance of the Code of Ethics by the members. The Committee assigns to one of its members the assiduous investigation of complaints in writing, that comes to its knowledge in any way (appeal to the Hellenic Data Protection Authority, Consumers' or Consumers Associations' complaints, publications, etc.) and consists of a Code of Ethics

violation by a member of the Association. The member writes a related report addressed to the Ethics Committee within one month at the most after receipt of the complaint. If the complaint involves a member of the Ethics Committee, the member is replaced by another member of the Board of Directors with a relevant decision. When it is confirmed that there are indications of a Code of Ethics violation that should be settled, then, upon decision of the Ethics Committee and under the care of the President, the Board of Directors is convened for a special extraordinary meeting in order to examine the issue. No decision can be made without written invitation at least twenty (20) days prior to the meeting to the member related to the complaint in order to appear at the meeting. The invitation letter should state, under penalty of invalidation, the place, the date and time of the meeting of the Board of Directors and include a copy of the referring decision of the Ethics Committee. Depending on the importance of the violation in issue and the frequency of former violations, the Board of Directors can impose the following sanctions: reprimand and temporary suspension of a membership for a period of time up to six (6) months. In case of serious offense or relapse, the Board of Directors summons extraordinarily the General Assembly, with the elimination of the member on the agenda. The General Assembly decides according to what is stipulated in article 9 of the present Statutes.

ARTICLE 13

SCIENTIFIC COMMITTEE

A Scientific Committee of the Association composed of three members (may be honorary members as well) is established, appointed by the Board of Directors and for the same term of office as the Board of Directors. The Committee is handling the scientific study of issues related to the Association and its members, proposing solutions and methods that promote the common interest. The issues are mainly related to the credit risk area.

ARTICLE 14

PERSONNEL-LEGAL ADVISER

The Board of Directors, in order to ensure the harmonious operation and achieve the goals of the Association, may employ paid personnel (such as, for instance, a Manager of the Association, etc.) as well as Legal Adviser, and assign them, in its estimation, any kind of tasks.

CHAPTER V FINANCIAL AUDIT

ARTICLE 15 FINANCIAL AUDIT

Financial audit of the Association is performed by one (1) specialist – auditor having practice license in Finance, entered in the Register of Auditors at the Hellenic Chamber of Finance and selected every year by the Regular General Assembly by absolute majority of the total number of the members present, having voting rights. The regular General Assembly, by the same decision, will define the amount of his/her remuneration and select his/her substitute. The auditor, at any time during his/her term, has the right to perform audits on any book and account of the Association. After the end of the fiscal year, he/she closes the books of the Treasury, as well as the Balance Sheet prepared by the Treasurer. On the basis of the audit, he/she composes a report as for the audit's conclusion and submits it to the General Assembly.

CHAPTER VI MODIFICATION OF THE STATUTES-DISSOLUTION OF THE ASSOCIATION

ARTICLE 16 MODIFICATION OF THE STATUTES

Modification or amendment of the Statutes is decided by the General Assembly, after a special meeting called for such purpose. The General Assembly convened to discuss on the matter of modification or amendment of the Statutes has a quorum when two thirds (2/3) of the members having voting rights and being

up-to-date with their payments are present and the decision taken requires the majority of the three quarters (3/4) of the members present, having voting rights.

ARTICLE 17 DISSOLUTION OF THE ASSOCIATION

The Association is dissolved only for the reasons mentioned at the Civil Code and other laws.

The Association is dissolved after relevant decision of the General Assembly and its members. The General Assembly, convened to discuss on the matter of the dissolution of the Association, has a quorum when two thirds (2/3) of the members having voting rights and being up-to-date with their payments are present and the decision taken requires the majority of the three quarters (3/4) of the members present, having voting rights

CHAPTER VII FINAL PROVISIONS

ARTICLE 18 FINAL PROVISIONS

In the event of any issue regarding the Association not defined within these Statutes, the law or its spirit shall apply.

The present Statutes, comprising eighteen (18) articles and Appendix I, were approved as for their modifications as well as for their encoding in a single text by the General Assembly of the members of the “Hellenic Association of Debt Notification and Negotiation Companies”.

The new approved Statutes are valid as of the date of their approval by the competent Court of Law and their registration in the relevant Books.

APPENDIX I: FULL MEMBERS

Full members must fulfill the following criteria:

1.	Type of company	Capital company having exclusive statutory aim the one defined by the Greek Government Law No 3758/2009, in the version in force
2.	Registered Office	In Greece
3.	Clients	Minimum 4 clients
4.	Operation	Minimum 2 published balance sheets
5.	Object	Exclusive statutory aim, as the one defined by the Greek Government Law No 3758/2009, in the version in force ισχύει
6.	Legality	As defined by the law No 3758/2009, in the version in force.
7.	IT infrastructure	Telephone switchboard, CRM software and CTI
8.	Personnel	Minimum headcount: 30 employees
9.	Management	Adequate organizational structure (General Management, Sales Department, Human Resources, Production Management)
10.	Quality	ISO Certification or documentation attesting the pilot implementation of ISO standards, in view of being ISO Certified within a short period of time.

SUPPORTING DOCUMENTS REQUIRED FOR ADMISSION:

1. Registration certificate at the Register of Hellenic Debtors' Notification Companies, kept at the Hellenic Ministry of Economy, Competitiveness and Shipping, according to the Greek Government Law No 3758/2009, in the version in force, and the ministerial decree 1/8-7-2009 of the Greek Under-Secretary of Development, in the version in force.
2. Certificate from the Prefecture and the Relevant Chamber.
3. Tax clearance certificate.
4. Criminal record of all members of the Board of Directors or managers.
5. Criminal records of the members of the administration (Directors).
6. ISO Certification or documentation attesting the pilot implementation of ISO standards.
7. Certificate of the Department of Labour Inspection affirming the number of employees.
8. Curriculum Vitae of the members of the administration (members of the Board of Directors and directors, on the basis of organization chart, ISO).
9. Organization chart.
10. Company profile.
11. Published Balance Sheets of the last 2 years.
12. Statutes (last updated and published at the Government Gazette).
13. References of at least 3 clients (2 of them must be Banks), stating the clients' opinion regarding the quality of services provided and dealing with the debtors.
14. Membership dues, the amount of which is determined by the Board of Directors of the Association.

The above supporting documents must be updated, in case they are modified during the time that the company is a full member of the Association.