

## **How to collect debts in Austria**

- 1) Send a reminder 10 days (recommended by KSV, see below) after the payment deadline specified in your invoice (a maximum of 14 days from date of invoice is recommended), followed by a phone call after another 10 days, in which you fix an absolutely final deadline and inform your client that you would otherwise have to commission a debt collection agency to collect your money.
- 2) Contact a debt collection agency no later than 6 weeks from submitting your invoice. In Austria, the market leaders are KSV (<http://www.ksv.at/>) and AKV (<http://www.akv-europa.at>). KSV offers its services to members and non-members alike. You can authorise KSV to collect your debts by filling in an online form (registration required). Debt collection with KSV is free of charge for the creditor (except for 20% VAT, which can be reclaimed by way of input tax deduction); the debtor has to pay the agency's charges. AKV collects debts for its members only.
- 3) If the agency does not succeed in collecting the debt and recommends court proceedings, creditors may either commission the agency to do so (for a fee) or institute proceedings themselves by way of a "Klage wegen Geldleistungen" (action for payment) at the

Handelsgericht Wien (Commercial Court Vienna)  
Marxergasse 1a  
1030 Vienna  
Phone: +43 1 515 28

The necessary court forms and information can be downloaded from (in German):  
<http://www.justiz.gv.at/service/content.php?nav=72>

Fees vary according to the actual amount concerned (to give you a general idea, for a debt amounting to about €2,300 the fee would be €140).