



## PRESS RELEASE

Paris, June 16, 2020

### iQera Group targets the Italian debt management market

**The Franco-Italian credit management specialist iQera has chosen Francesco Magliocchetti, a professional with over 25 years of international experience, as Country Manager for Italy and aims to become one of the leaders in Italy in the management of the entire credit cycle and real estate services**

**Paris, June 15, 2020: the iQera group**, a leading player in debt acquisition and debt servicing with over 35 years of experience, with around 2,180 employees in 16 locations and 271 million in cash income (December 2019 LTM), initiates its development project in the Italian market with the aim of becoming one of the leading players in the field of debt management and real estate services in Italy.

The iQera group is present in Italy through its subsidiaries **Serfin97 s.r.l.**, which is specialized in the management of debt collection in the out-of-court phase, and **Sistemica S.p.A.**, which manages receivables throughout their life cycle with a strong focus on services related to the judicial phase as well as real estate. These two companies, acquired during 2018 and 2019, are headquartered in Rome. They count on more than 700 staff, and already represent about 25% of the Group's turnover (December 2019 LTM).

The Group's development project in Italy has been entrusted to **Francesco Magliocchetti**, who has over 25 years of international experience in prestigious financial institutions in credit and real estate portfolio management, as well as in the management of companies. Francesco Magliocchetti will assume the role of CEO of iQera Italia (the Italian arm of the iQera group), CEO of Sistemica and sits on the Group's Management Committee based in Paris. In his position, he will be supported by **Stefano Massa**, who is the founder, current shareholder and CEO of Serfin97, who also becomes Executive Director of Sistemica. **Jean-Fran ois Bensahel**, President of the holding company of the iQera Group, is President of iQera Italia, Serfin and Sistemica.

**Who is iQera Group.** The iQera group is the only player in France to have a Fitch rating for its debt management services, which it has held since 2017. Thanks to its expertise, it supports financial institutions and companies at every stage of the credit cycle, dealing with debt servicing and debt purchasing through customized approaches. It boasts particular expertise in the banking, telecommunications, energy and insurance sectors. The Group generated 271 million in cash income (December 2019 LTM).



The services offered by the iQera group are based on an integrated model of 360-degree support and management of all issues related to follow-up and debt collection, leveraging human expertise and intelligence and extensive use of technology and artificial intelligence.

**iQera and Italy.** The new organizational structure will leverage Francesco Magliocchetti's expertise and the continuity represented by Stefano Massa's entrepreneurial experience. This structure aims to create a group in Italy that is the mirror image of iQera in France. **iQera Italia** has a twofold objective: to create a control room for existing activities and skills within Serfin97 and Sistemìa and to be the nexus between the wider iQera group and Italy, a country that plays an important role in iQera's internationalization plans. The two Italian companies represent about 25% of iQera's staff and turnover (December 2019 LTM) and boast a solid position in the debt management and real estate services sector in Italy. iQera Italia and iQera France have **complementary customer bases and fields of expertise**, which will allow the iQera group to expand its range of services. Being part of the iQera group will also enable Serfin and Sistemìa to offer new services to financial institutions, investors and businesses.

**The new CEO.** Francesco Magliocchetti brings to iQera Italia over **25 years of international experience** in the management of receivables (performing and non-performing) and real estate portfolios, as well as in the management of companies. He previously held a number of high-responsibility positions in **BNL Group BNP Paribas** (which he left in the third quarter of 2019) and **Goldman Sachs**. In particular, he was a member of the Board of Directors of BNP Paribas Real Estate REIM SGR, Head of Special Credits and member of the BNL Group BNP Paribas Management Committee. During his 15 years at Goldman Sachs, he was Managing Director of Goldman Sachs International and worked in particular within the Realty Management Division (formerly Archon Group), which deals with loan and real estate investment services and asset management and where he was Co-Head at EMEA level and CEO of Archon Group's management platforms in Italy, CEO of Archon Capital Bank in Germany and President of Archon Group France.

**Jean-François Bensahel, President of the holding company of the iQera Group and President of iQera Italia** commented: *"Today we are the French leader in the debt management sector. We have acquired two Italian companies that are highly recognized in their field and complementary in the services they offer in order to address the Italian market and become a servicer that is able to support banks, investors and companies across the credit cycle management; we are already, for all intents and purposes, a Franco-Italian group. The addition of Francesco enriches us with a multifaceted manager, who has approached the international credit market from different angles: company manager, investment bank manager and commercial bank manager. We expect, moreover, that the creation of iQera Italia will allow us to consolidate our position and gain market share, as a consequence of the approach that defines us on both sides of the Alps: a strong focus on customer satisfaction. In fact, more than sustained growth, we aim at a sustainable growth, that sees economic targets in a broader context that considers the world that surrounds us, from our colleagues to the environment. It is no coincidence that the next step of our CSR strategy will be to aim to reduce the carbon footprint of the whole group to zero."*

**Francesco Magliocchetti, CEO of iQera Italia**, commented *"Our ambition is to become one of the leaders in Italian debt management. Thanks to the combined experience of Sistemìa and Serfin97, iQera Italia can already effectively support financial institutions, investors and companies with extrajudicial and judicial debt collection. We are able to offer complete solutions for unsecured and secured credit management, including the technical management of complex assets. However, the synergies that can be triggered between the two companies and between Italy and the iQera group are still largely to be leveraged. The objective is to combine this significant value to serve clients by also leveraging my consolidated experience both in principal investment and the banking sector"*.

**Stefano Massa, founder, current shareholder and CEO of Serfin97 and Executive Director of Sistemìa**, added: *"I have first-hand experience of the evolution of the credit management sector in*



*Italy over the last 30 years, first as an entrepreneur and then as a manager. In an increasingly competitive and concentrated market, the excellence of the services offered to banks and companies is fundamental but no longer sufficient. The other two essential elements are size and an organizational model capable of creating strong synergies, in order to make the most of all the skills existing in a company. The acquisition operations carried out by iQera in Italy and, from tomorrow, the contribution of iQera Italia, definitely go in this direction. It is an honor for me to take part in this entrepreneurial project, also joining the Board of Directors of Sistemina".*

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## About iQera Group

French leader in management & debt repurchase, iQera helps large companies and financial institutions at every stage of the client financial cycle by combining human and artificial intelligence. The group puts the customer experience at the heart of its strategy to create the difference and meet the challenges of transforming the Finance, Credit and Customer Relations functions. More globally, iQera aims to activate new levers for growth, empowerment and relationships that are both agile and sustainable for all its stakeholders. The group, present on 16 sites worldwide, has 2180 employees and generated 271 million in cash income (December 2019 LTM).

**iQera**

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