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**FOR IMMEDIATE RELEASE**

**Payment performance improves slightly in Q4 2021**  
*Q-o-q Slow payments have decreased across all sectors*  
 - Singapore Commercial Credit Bureau

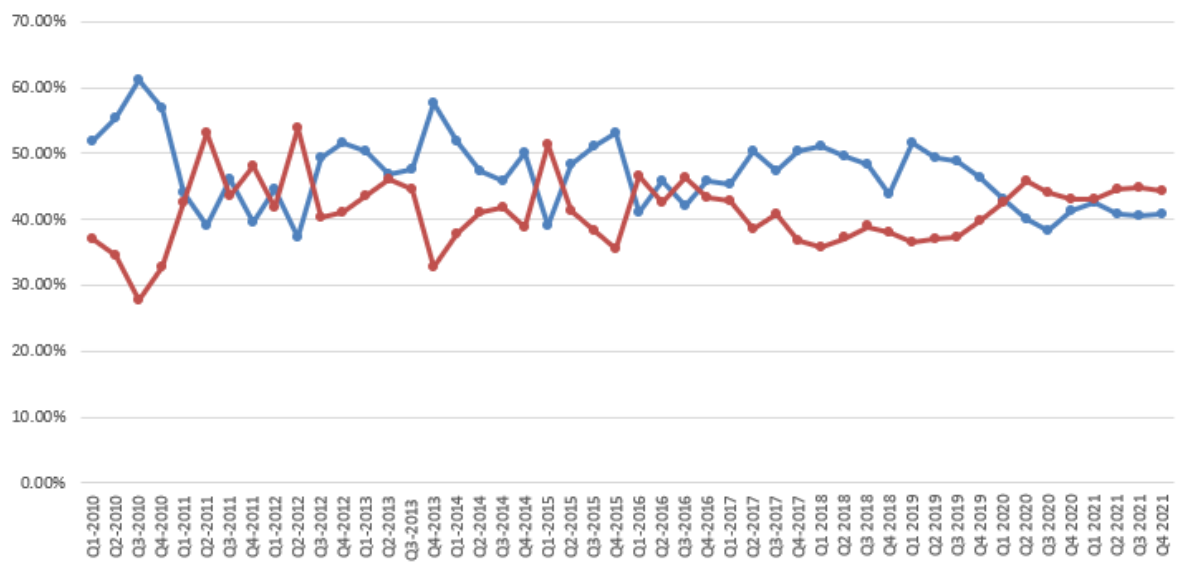
**Singapore, 04 January 2022** – Local payment performance has improved in Q4 2021, following two consecutive quarters of deterioration. According to Singapore Commercial Credit Bureau - a subsidiary under Credit Bureau Asia (CBA) Limited, a credit and risk information solutions provider in Southeast Asia, both prompt and slow payments accounted for slightly more than two-fifths of total payment transactions.

On a quarter-on-quarter (q-o-q) basis, prompt payments improved slightly by 0.31 percentage points from 40.51 per cent in Q3 2021 to 40.82 per cent in Q4 2021. Year-on-year (y-o-y), prompt payments have fallen by 0.47 percentage points from 41.29 per cent in Q4 2020 to 40.82 per cent in Q4 2021.

Slow payments dipped marginally by 0.60 percentage points from 44.93 per cent in Q3 2021 to 44.33 per cent in Q4 2021. Y-o-y, slow payment increased by 1.18 percentage points from 43.15 per cent in Q4 2020 to 44.33 per cent in Q4 2021.

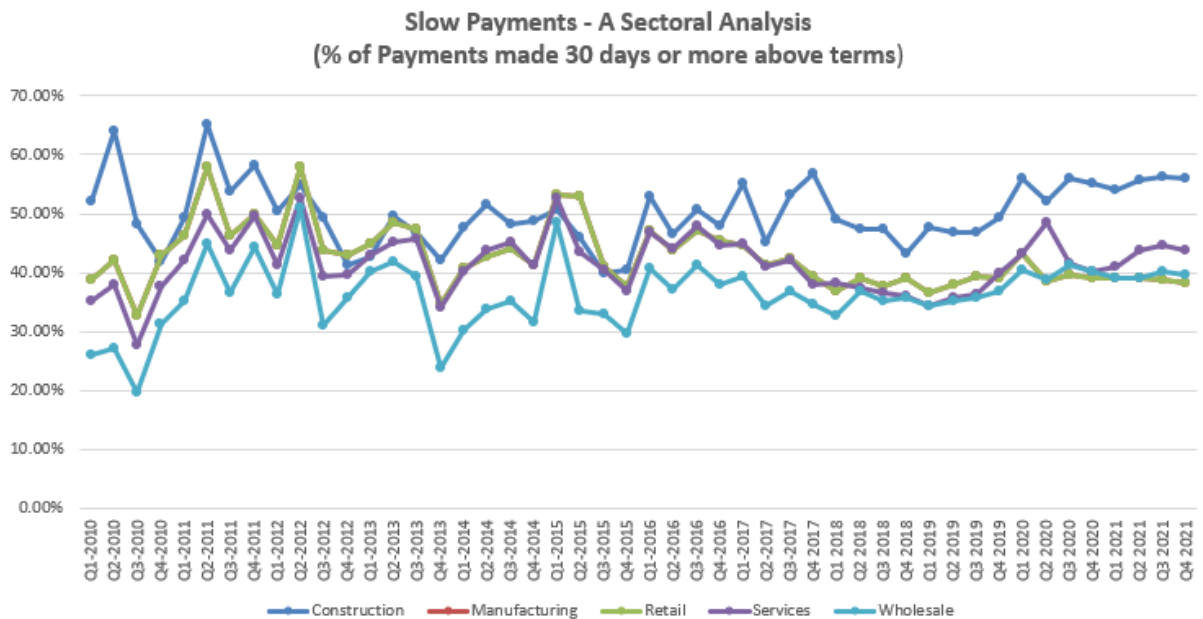
Meanwhile, partial payments inched up slightly by 0.29 percentage points from 14.56 per cent in Q3 2021 to 14.85 per cent in Q4 2021. Y-o-y partial payments dropped by 0.71 percentage points from 15.56 per cent in Q4 2020 to 14.85 per cent in Q4 2021.

Overall Payment Performance (Q1 2010 to Q4 2021)



From a sectoral perspective, q-o-q slow payments have improved across all five industries. On a y-o-y basis, 2 of five industries have experienced improvements in slow payments.

Sector	% of Slow Payments			Percentage-Point Change	
	Q4 2021	Q3 2021	Q4 2020	Q-o-q	Y-o-y
Construction	55.90	56.14	55.12	-0.24	+0.78
Manufacturing	38.35	38.75	39.20	-0.40	-0.85
Retail	44.12	45.17	41.15	-1.05	+2.97
Services	43.75	44.52	40.23	-0.77	+3.52
Wholesale	39.55	40.09	40.07	-0.54	-0.52



**Construction**

Slow payments within the construction sector have improved slightly in Q4 2021 after two consecutive quarters of deterioration.

- ❖ Q-o-q slow payments slipped by 0.24 percentage points from 56.14 per cent in Q3 2021 to 55.90 per cent in Q4 2021.
- ❖ The building construction sector accounted for the highest proportion of payment delays, down by 0.10 percentage points from 56.55 per cent in Q3 2021 to 56.45 per cent in Q4 2021. Slow payments among special trade contractors dipped by 0.18 percentage points, down from 56.08 per cent in Q3 2021 to 55.90 per cent in Q4 2021. The heavy construction sector registered a slight decrease in slow payments, down by 0.45 percentage points, from 55.80 per cent in Q3 2021 to 55.35 per cent in Q4 2021.
- ❖ On a y-o-y basis, slow payments jumped by 0.78 percentage points from 55.12 per cent in Q4 2020 to 55.90 per cent in Q4 2021.

**Manufacturing**

Slow payments among manufacturers have improved further in Q4 2021, owing to a fall in payment delays by manufacturers of chemicals, transportation equipment and electronics.

- ❖ Slow payments fell by 0.40 percentage points from 38.75 percentage points in Q3 2021 to 38.35 percentage points in Q4 2021.
- ❖ Payment delays by manufacturers of electronic manufacturers fell by 3.08 percentage points, from 46.95 per cent in Q3 2021 to 43.87 per cent in Q4 2021. Slow payments by manufacturers of transportation equipment dropped by 2.02 percentage points, down from 58.35 per cent in Q3 2021 to 56.33 per cent in Q4 2021. Manufacturers of chemicals saw a fall in payment delays, down by 1.90 percentage points from 45.65 per cent in Q3 2021 to 43.75 per cent in Q4 2021.
- ❖ On a y-o-y basis, slow payments dropped by 0.85 percentage points from 39.20 per cent in Q4 2020 to 38.35 per cent in Q4 2021.

**Retail**

Payment delays in the retail sector have improved visibly in Q4 2021. This is largely due to a fall in slow payments by retailers of food and beverage, general merchandise, apparels and accessories.

- ❖ Slow payments dipped by 1.05 percentage points from 45.17 per cent in Q3 2021 to 44.12 per cent in Q4 2021.
- ❖ Slow payments by retailers of apparels and accessories fell by 2.43 percentage points, down from 53.55 per cent in Q3 2021 to 51.12 per cent in Q4 2021. Slow payments by retailers of food and beverage dipped by 1.12 percentage points, from 55.20 per cent in Q3 2021 to 54.08 per cent in Q4 2021. Retailers of general merchandise saw a dip in slow payments, down by 0.88 percentage points, from 35.25 per cent in Q3 2021 to 34.37 per cent in Q4 2021.
- ❖ On a y-o-y basis, slow payments rose by 2.97 percentage points from 41.15 per cent in Q4 2020 to 44.12 per cent in Q4 2021.

**Services**

Slow payments within the services sector have also improved in Q4 2021 due to a fall in payment delays by personal services, hotels and accommodation, and business services.

- ❖ Q-o-q slow payments slid by 0.77 percentage points from 44.52 percentage points in Q3 2021 to 43.75 percentage points in Q4 2021.
- ❖ Payment delays by the hotels and accommodation sub-sector saw the largest increase, down by 2.40 percentage points from 53.90 per cent in Q3 2021 to 51.50 per cent in Q4 2021. Slow payments by the personal services sector fell by 1.47 percentage points, down from 52.85 per cent in Q3 2021 to 51.38 per cent in Q4 2021. The business services sector saw the third largest decrease in payment delays, down by 1.10 percentage points from 53.85 per cent in Q3 2021 to 52.75 per cent in Q4 2021.
- ❖ On a y-o-y basis, slow payments jumped by 3.52 percentage points from 40.23 per cent in Q4 2020 to 43.75 per cent in Q4 2021.

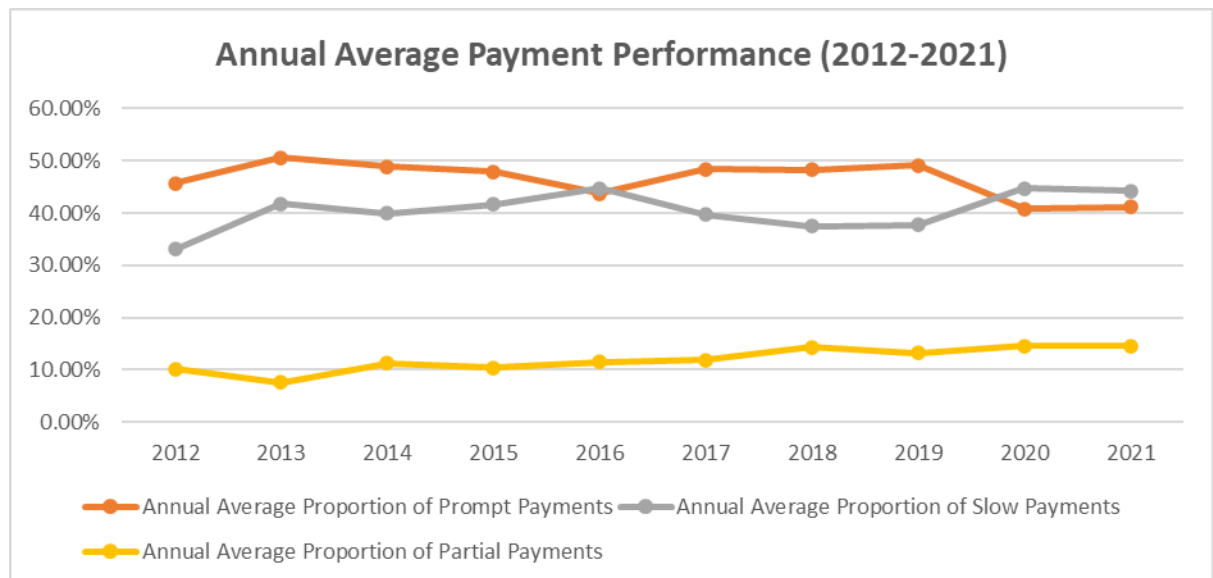
**Wholesale Trade**

Payment delays within the wholesale trade improved due primarily to a fall in slow payments by wholesalers of both durable and non-durable goods.

- ❖ Q-o-q payment delays dropped by 0.54 percentage points from 40.09 per cent in Q3 2021 to 39.55 per cent in Q4 2021.
- ❖ Slow payments by wholesalers of durable goods fell by 0.61 percentage points from 39.86 per cent in Q3 2021 to 39.25 per cent in Q4 2021 while payment delays by wholesalers of non-durable goods dropped by 0.47 percentage points from 40.32 per cent in Q3 2021 to 39.85 per cent in Q4 2021.
- ❖ On a y-o-y basis, slow payments fell by 0.52 percentage points from 40.07 per cent in Q4 2020 to 39.55 per cent in Q4 2021.

“We are seeing more visible signs of improvement in the payment performance of local firms in the final quarter of 2021. This is due largely to a fall in slow payments from both retail and services sectors which experienced higher seasonal cashflows from the year-end festivities. The annual payment performance of local firms has also improved moderately from a year ago. Moving into 2022, we anticipate a continued trend of gradual improvements in the payment performance of local firms.” commented Ms. Audrey Chia, D&B Singapore’s Chief Executive Officer.

Overall payment performance of local firms in 2021 has improved slightly as compared to the previous year. According to SCCB, the annual average proportion of prompt payments has risen from 40.74 per cent in 2020 to 41.15 per cent in 2021 while the average proportion of slow payments has dipped marginally from 44.72 per cent in 2020 to 44.23 per cent in 2021. Partial payments have also improved in 2021, up from 14.54 per cent in 2020 to 14.63 per cent in 2021.



**Commentary**

Singapore Commercial Credit Bureau (SCCB) compiles the figures by monitoring more than 2.4 million payment transactions of firms. Payment data is contributed to the Bureau by local firms. Prompt payment refers to when 90% or more of total bills are paid within the agreed payment terms. Slow payment refers to when less than 50% of total bills are paid within the agreed terms. Partial payment refers to when between 50% and 90% of total bills are paid within the agreed payment terms.

**About Singapore Commercial Credit Bureau**

Established in 2005, Singapore Commercial Credit Bureau (SCCB) is a subsidiary of Credit Bureau Asia Limited, a credit and risk information solutions provider in Southeast Asia. SCCB operates a database of local enterprises and their credit history to provide clients with the insight needed to build trust and improve the quality of business relationships with their customers, suppliers and business partners.

**About Credit Bureau Asia Limited ([www.creditbureauasia.com](http://www.creditbureauasia.com))**

CBA is a leading player in the credit and risk information solutions market in Southeast Asia, providing credit and risk information solutions to an extensive client base of banks, financial institutions, multinational corporations, telecommunication companies, government bodies and public agencies, local enterprises and individuals across Singapore, Malaysia, Cambodia and Myanmar. CBA's business has two core segments, the FI Data Business and the Non-FI Data Business, covering both consumer and commercial credit risk information.

The Group, together with its joint ventures, is currently the dominant market leader in Singapore's FI Data Business and the sole market player in Cambodia's and Myanmar's FI Data Business. Depending on the territory involved, these credit bureaus operate to provide their subscribing members, mainly banks and financial institutions, with access to credit information on consumers or business entities, all of which are generated from up-to-date credit information contributed by subscribing members. As at 30 June 2020, the Group has close to 200 financial institution members across Singapore and Cambodia which include banks, microfinance institutions, leasing companies and rural credit operators.

For its Non-FI Data Business, the Group has more than 6,000 customers (including multinational corporations and small and medium-sized enterprises) and access to a database covering more than 330 million business records globally as at 6 November 2020. CBA's Non-FI Data Business operates in Singapore and Malaysia, where customers can access a wide range of business information and risk management services, sales and marketing solutions, commercial insights and other services, using data sourced from a variety of publicly accessible registries and Dun & Bradstreet's extensive international network as well as information contributed by businesses which subscribe to CBA's payment bureau services.

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