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## IDENTIFYING AND RANKING FACTORS CONTRIBUTING TO OUTSTANDING CLAIMS IN QHARD HASSAN MEHR IRAN BANK USING FSIMILARITY METHOD

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### ABSTRACT

*The purpose of the current research is to identify and rank the contributing factors to outstanding claims in Qhard Hassan Mehr Iran Bank. A descriptive-inferential method was used and the population consists of natural and legal persons contributing to outstanding claims in Qhard Hassan Mehr Iran Bank, a number of 14948 files at the time of the study. A stratified sampling method was used: the percentage each branch of the bank (the branches being studied) in the grand population is determined after calculating the proportion of the participants and then each sample is selected in random in relation with the proportion of that group in the population. The participants in the study were 117 individuals among those who have outstanding claims in the branches of Qhard Hassan Mehr Iran Bank. 116 out of 117 questionnaires were returned resulting in return rate of 99%. Out of these returned questionnaires 114 were useable; thus the final sample included 114 participants upon which the statistical analysis of this study is carried out. The instrument used was a researcher-made questionnaire with 20 close-ended questions, designed on a 5-scale likert with a Cronbach validity of 87%. Descriptive and inferential statistics (Kendal correlation coefficient and freedman test) was utilized to analyze data. In order to rank the contributing factors leading to outstanding claims in Qhard Hassan Mehr Iran Bank, FSIMILARITY method was used. The results indicated that all of the three hypotheses in this research were accepted with a 95% level of significance.*

### KEYWORDS

bank system; liability; applicant (customer); claims; security.

### INTRODUCTION

One of the major problems banks and finance and credit institutes Nowadays face are the outstanding claims and unrecieved facilities of them, since the so called facilities has not been totally paid by the customers and part of the facilities remain in the accounts as outstanding claims. This is one of the fundamental problems the bank system of Iran suffers from; thus research in this regard and finding the origins of this problem to prevent the growth of outstanding claims in the offered facilities and/or collecting them potentially or actually, increases possibilities to earn new income and enables these institutions to make plans with regard to utilize recourses and earn higher income.

### THEORETICAL BACKGROUND

By attracting wandering capital and correctly planning, the bank system improves and expands economic activities.

In this economic pattern, banks should offer facilities by considering security of the capital so that the principal and the expected profit be received in the due time; however, because of default in some of the facilities, large amounts of outstanding claims has been created. The presence of the necessary facilities related to the outstanding claims compensates the shortage of a considerable amount of bank resources and by leading these resources to production and service sections, develops and improves the country.

Banks are trustworthy to depositary holders. In order to follow honesty in an increasingly principled use of the resources and decreasing the likely dangers, effective managing, whilst following legal obligations by offering facilities to the customers, actual or legal, they should try to decrease outstanding claims . It means that the process of giving loans ought to be in a way that, in addition to collect the original resources, the expected interest should be returned (if possible) in the due time. This is of great importance regarding the young population of the country and the need to return the consumed resources as soon as possible in order to offer new facilities. According to huge amounts of outstanding claims and overdue maturity, it is necessary to examine the effective factors on the occurrence of and the increase in the outstanding claims and to prioritize these factors. And then appropriate solutions may be offered based on this knowledge.

This study, along with the identification of the effective factors on the occurrence of the outstanding claims , investigates the relationship between intra-organization and inter-organization factors of Qhard Hassan Mehr Iran Bank contributing to the outstanding claims , prioritizes them through new multi- variable decision making techniques, and finally suggests solutions to decrease outstanding claims and to raise the usefulness and effectiveness of the so called bank and also enabling it in offering facilities.

### EMPIRICAL REVIEW

Hashemi Nodehi (1989) has studies "A survey of factors contributing to the outstanding and overdue of facilities in Bank Maskan in 1987-1989" in his MA thesis.

Najaf (2009) computed the factors contributing to outstanding claims by analyzing the main components and utilizing orthogonal varimax orbiting method as seen by managers and experts. Initial outputs showed that the correlation matrix determinant of 0.0007 equals a non-zero number, KMO equals 0.74, and the result of criot bartlet test equal to 1113.384 is statically significant,  $p < .0001$ . In the last output, the eight factors extracted by the way of pc method were rotated through varimax. The set of questions being correlated with a common factor forming a factor analysis are named as follows: 1) weakness in processes of expert giving loans; 2) subjective inferences in giving credits; 3) impressibility of the bank system of political and economic upheavals of the country; 4) difference in the rate of facilities offered to customers; 5) weakness in the process of mechanized giving facilities to customers; 6) weakness in the supervising and controlling processes over collecting the claims; 7) the weakness of juridical concerns in the process of collecting the Bank claims; 8) weakness in the process of taking security and utilizing it correctly. These factors specify 50/87 percent of the whole variance.

Morton (2003), in his study, considers non-performing facilities as a result of unfounded measures of credit, ineffective policies taken, taking risks without paying attention to the limited bankroll and wrong function indices.

One of the important studies considering this issue was done by Prashanth K. Reddy(2002) under the title of "the comparative study of the outstanding claims in the bank system of India in universal scale, similarities, differences and corrective movements". In this study, the major factors that are contributing to outstanding claims were examined from five Asian countries including China, Thailand, Korea, Japan and India.

Another research, "the outstanding claims, reasons and options", conducted by Shafiq-ol-islam et al. (2005) was done about solving the problems of the non-performing loans. In this research, it was attempted to state some methods of the retrieval of the non-performing loans or the requirements concerning this process.

Golstein, & Turner, (1996), in their study, "Banking Crises in Emerging Economies: Origins and Policy Options" which was conducted in the International Accounts Settlements Bank, attempted to examine the reasons of the banking crises.

GUO Ning-ning (2007) studied "Causes and solutions of non-performing: loan in Chinese commercial banks". He examined causes of outstanding claims and in Chinese commercial banks and solutions suggested to solve this problem.

The next study belongs to Turkey conducted by Karabulut *ET. al.* (2002). In order to examine causes of the outstanding claims, the effect of insurance of the deposits without limit of the nonperforming was investigated.

In his study, "examining factors contributing to outstanding claims with overdue and options to solve them", Kazaj (2010) considers failure to attend to the credit risk of banks customers as the most important cause of outstanding claims in Iran.

Ruhi Zahrayi (2000), in his study, "options to prevent outstanding claims", divides causes of outstanding claims in two categories: a) causes not controlled by the bank including unstable huge economics, inference of the government (such as problems related to imperative determination of interest rate and the commitment of the banks to grant obligatory facilities), insolvency and inability of the debtor, etc. b) Factors under the control of the banks including ill management of financial resources and failure to form optimum portfolio in bank assets, weak management skills, problems in practice, imperfect management of risk, etc.

## METHODOLOGY

The propose of the current study is to Identify and rank the contributing factors to outstanding claims in Qhard Hassan Mehr Iran Bank in which a descriptive survey was used. "A survey is a study in which the researcher makes use of questionnaires and interviews to discover people's beliefs, thoughts, perceptions and preferences." (Salimi, 1992). In this study questionnaires were used.

## PARTICIPANTS AND SAMPLING

Various studies similar to this one have been done in different banks and some of them will be pointed out later. However, no research was found in which factors contributing to outstanding claims were ranked though multi- variable decision making techniques.

## INSTRUMENTATION

Converting the responds to data is an integral part of a study. The researcher needs an instrumentation device for this conversion. Whenever a particular variable value is determined in a particular testee especially at a particular point in time, we say that we have measured that variable. Measurement includes rules to assign numbers to things, people or events in order to make them quantitative, (Human, 1997). Since choices depend on a measurement device and the research instrumentation depends on the purposes and the selected methodology, and the design of this study is a descriptive-survey, the appropriate instrumentation to collect data is questionnaires. So, a research-made questionnaire made up of 20 close-ended questions was used.

## RESEARCH QUESTION

What is ranking the contributing factors to the outstanding claims in Qhard Hassan Mehr Iran Bank sequenced?

## HYPOTHESES

1. There is a significant relationship between failure to have an appropriate supervision before, during and after granting facilities (such as considering an opportunity to pay the outstanding claims, weakness in the quality of the process and stages of inspection, failure to accurately evaluate financial and credit status of the applicant, warrantor(s), failure to properly assess the credit status of the warrantor(s), etc.) and occurrence of the outstanding claims Qhard Hassan Mehr Iran Bank during 2009 to 2013.
2. There is a significant relationship between instability of money and financial policies, lawful rules, legal governmental options (such as changes in status of trade markets by unpredictable changes in inflation rates and also in political relations across countries, drastic changes in currency rates which influences free imports of some goods which damage domestic manufacturing, etc.) and the appearance of the outstanding claims in Qhard Hassan Mehr Iran Bank during 2009 to 2013.
3. There is a significant relationship among intra-organization and inter-organization factors causing disorder in the process of paying the facilities (such as supervene incidents, Passing away of facilities' holder and problems regarding probate, absence of an integrated information system in the country, slow inspections in judicial courts, the small interest rate of facilities in relation to the cost of earning money in the unofficial market, etc.) and the appearance of the outstanding claims in Qhard Hassan Mehr Iran Bank during 2009 to 2013.

## PROCEDURE

Analyzing Data was done in two phases; a descriptive and an inferential phase using Microsoft SPSS. In the descriptive phase statistical characteristics such as frequency, percentage, and standard deviation, and in the inferential phase freedman test, and Kendal correlation coefficient was used. In order to answer the research question (ranking the contributing factors to the outstanding claims in Qhard Hassan Mehr Iran Bank) multi- variable decision making techniques in a phase environment were used. (F-SIMILARITY technique)

## DATA ANALYSIS

A Freedman test was used to test the hypotheses. As tables 1 and 2 show, According to the average rank of factors in Qhard Hassan Mehr Iran Bank, these factors were effective in the appearance of outstanding claims in this bank.



**TABLE 1: RANKS OF FACTORS IN QHARD HASSAN MEHR IRAN BANK**

factors contributing to outstanding claims	average rank	Priority in contributing to non-performing demand
changes in status of trade markets by unpredictable changes in inflation rates	10.94	5
changes in status of trade markets by unpredictable changes in political relations between countries	10.58	7
Drastic changes in currency rates impacting feasibility of projects and eliminate the motivation to reimburse them.	12.39	2
free imports of some goods which damage domestic manufacturing and domestic manufacturers lose the opportunity to sell and repay facilities	9.15	16
Changes in tariffs or imports and exports of goods	10.34	11
Annual budget waivers and obligation of banks to grant note and task facilities in projects with low yields	10.33	12
Appearance of force majeure incidents	10.3	13
Passing away of facilities' holder and problems regarding probate.	6.9	20
absence of an integrated information system in the country	7.35	19
slow inspections in judicial courts	11.96	3
Trusting in or being hopeful for authorities with regard to giving time to pay the outstanding claims	9.42	15
weakness in the quality of the process and stages of inspection of granted facilities	10.67	6
Failure to correctly evaluate financial and credit status of the applicant, warrantor(s)	10.49	8
the small interest rate of loss in relation to the cost of earning money in the unofficial market	40.47	9
Absence of an integrated information website in the bank	8.74	18
Absence of a system of accurate evaluation of customers and absence of a strong group of experts and absence of financial consulting institutes	13.36	1
Absence of an effective management over assets items	10.25	14
slowness of administrative collection routine of claims according to the existent provisions of the law	10.42	10
Remission of the delay fine when settling debts in some cases	9.12	17
Failure to acquire valuable and valid securities by the banks	11.93	4

**TABLE 2: STATISTICS OF FREEDMAN TEST IN QHARD HASSAN MEHR IRAN BANK**

Number	114
Square K	218/543
Degree of freedom	19
Degree of significance	0/000

Variables showing bank supervision include:

Failure to acquire valuable and valid securities by banks - absence of an integrated information database in the bank – failure to accurately assess the financial and credit status of the applicant, warrantor(s)- Remission of the delay fine when settling debt in some cases - trusting in or being hopeful for authorities with regard to giving time to pay the outstanding claim- weakness in the quality of the process and stages of inspection of granted facilities- absence of a system of accurate evaluation of customers and shortage of a strong group of experts and absence of financial consulting institutes.

1. As shown in table.3, the correlation relationship between supervision of the bank and the appearance of the outstanding claims has been calculated. The determined relationship is significant, as sig is smaller than 0.05.

**TABLE 3: RELATIONSHIPS BETWEEN SUPERVISION OF THE BANK AND OUTSTANDING CLAIMS**

Amount of outstanding claims in Qhard Hassan Mehr Iran Bank			
0.23	Correlation coefficient	supervision of bank	Kendal Correlation coefficient
0.033	Sig		
114	Number		

2. Instability of money and financial policies, lawful rules, legal governmental options, in 2009 to 2013 was among causes of outstanding claims in Qhard Hassan Mehr Iran Bank.

The variables that are considered as the components of money and financial policies, and the lawful rules include:

Annual budget waivers and obligation of banks to grant note and task facilities in projects with low yields - free import of some goods which damage domestic manufacturing and domestic manufacturers lose the opportunity to sell and repay facilities. - Changes in tariffs and/or imports and exports of goods - changes in status of trade markets by unpredictable changes in inflation rates - Drastic changes in currency rates impacting empirical justifiability of plans and eliminate the motivation to reimburse them. - Changes in status of trade markets by unpredictable changes in political relations across countries

**TABLE 4: THE RELATIONSHIP BETWEEN MONEY AND FINANCIAL POLICIES, AND THE LAWFUL RULES**

Amount of outstanding claims in Qhard Hassan Mehr Iran Bank			
.018	Correlation coefficient	money and financial policies, and the lawful rules	Kendal Correlation coefficient
0.024	Sig		
114	Number		

According to table 4 and that the calculated sig is smaller than 0.05, it can be concluded that there is a significant relationship between money and financial policies, and the lawful rules and Amount of outstanding claims in the bank.

3. It seems that the interfering intra- and inter-organization factors in the process of paying for the facilities, except for the above factors, were among factors contributing to outstanding claims in Qhard Hassan Mehr Iran Bank

Independent variables in this hypothesis include:

slowness of administrative collection routine of claims according to the existent provisions of the law - slow inspections in judicial courts -the small interest rate of loss in relation to the cost of earning money in the unofficial market - changes in status of trade markets by unpredictable changes in political relations across countries - Occurrence of force majeure incidents - Passing away of facilities' holder and problems regarding probate - Absence of an effective management over assets items - absence of an integrated information system in the country.

As shown the table. 5, the correlation relationship between the interfering intra- and inter-organization factors and Amount of outstanding claims in Qhard Hassan Mehr Iran Bank, has been calculated. The relationship is a significant one, as sig equals 0.024. This means that the relationship is significant at 5% level of error.

TABLE 5: THE RELATIONSHIP BETWEEN THE INTERFERING INTRA- AND INTER-ORGANIZATION FACTORS IN QHARD HASSAN MEHR IRAN BANK

Amount of outstanding claims in Qhard Hassan Mehr Iran Bank			
0.15	Correlation coefficient	the interfering factors	Kendal Correlation coefficient
0.024	Sig		
114	Number		

Ranking of effective factors contributing to outstanding claims in Qhard Hassan Mehr Iran Bank using Fsimilarity

**FIRST STEP: ESTABLISHING DECISION MATRIX**

For establishing decision matrix, effective factors contributing to the outstanding claims in row and presented answers by members of statistical population have been placed in the column. It was assumed that scale of the entire individuals was the same in presenting the answers. Some part of decision matrix in current research is as follows:

TABLE 6: DECISION MATRIX

Decision Matrix	Case 1	Case 2	Case 3	Case 4	Case 5
Free import of some goods which damage domestic manufacturing and domestic manufacturers missed selling opportunities and reimbursement of facilities.	3	4	3	1	2
Passing away of facilities' holder and problems regarding probate.	4	2	1	2	2
Absence of an integrated database in banks.	3	3	2	3	3

**SECOND STEP: PHASING THE ANSWERS BY MEMBERS OF THE SAMPLE**

In order to faze numbers, we use triangular phase numbers. Some parts of matrix of the phase answers are shown in table 17-4:

TABLE 7: PHASING PRESENTED ANSWERS

phase Decision Matrix	Case 1			Case 2		
Free imports of some goods which damage domestic manufacturing and domestic manufacturers lose the opportunity to sell and repay facilities.	4	5	6	5	6,5	8
Passing away of facilities' holder and problems regarding probate.	5	6,5	8	3	3,5	5
Absence of an integrated database in banks.	6	5	4	6	5	4

**THIRD STEP: NORMALIZATION OF DECISION MATRIX:**

For doing this job, each member of each column has been divided to the maximum number of that column:

TABLE 8: NORMALIZED DECISION MATRIX

Normalizing phase Decision Matrix	Case 1			Case 2		
Free imports of some goods which damage domestic manufacturing and domestic manufacturers lose the opportunity to sell and repay facilities.	0.666667	0.833333	0.666667	0.625	0.8125	1
Passing away of facilities' holder and problems regarding probate.	0.833333	1.083333	0.888889	0.375	0.4375	0.625
Absence of an integrated database in the bank.	0.666667	0.833333	0.666667	0.5	0.625	0.75

**FOURTH STEP: DEFINITION OF POSITIVE AND NEGATIVE IDEAL VECTORS**

The maximum and the minimum amount of each column of the previous table are respectively defined as the positive ideal and the negative ideal.

TABLE 9: DEFINITION OF THE POSITIVE AND THE NEGATIVE IDEAL

I <sup>+</sup>	1.166667	1.333333	1	0.625	0.8125	1
I <sup>-</sup>	0.5	0.583333	0.555556	0.125	0.25	0.375

**FIFTH STEP: DEFINITION OF POSITIVE SIMILARITY (S+) AND NEGATIVE SIMILARITY (S-)**

By using the following formulas separately for low, medium and high bound of each phase number:

$$S^+ : \frac{X}{|I^+|} = \frac{\cos \theta |A_i|}{|I^+|}$$

$$S^- : \frac{X}{|I^-|} = \frac{\cos \theta |A_i|}{|I^-|}$$

For example, table of calculating negative and positive similarities for low bound of phase numbers is as follows:

TABLE 10: CALCULATING NEGATIVE AND POSITIVE SIMILARITIES

	Cos θ +	S+	Cos θ -	S-
Free imports of some goods which damage domestic manufacturing and domestic manufacturers lose the opportunity to sell and repay facilities.	0.877445	0.50917	0.841402	0.433412
Passing away of facilities' holder and problems regarding probate.	0.904737	0.594133	0.824479	0.373522
Absence of an integrated database in the bank.	0.910652	0.616008	0.837245	0.367875

SIXTH STEP: FINAL RANKING

TABLE 11: FINAL RANKING OF FACTORS

A20	A19	A18	A17	A16	A15	A14	A13	A12	A11	A10	A9	A8	A7	A6	A5	A4	A3	A2	A1		
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0.87565	1	A1	
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	A2	
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0.572677	0.74337	A3	
1	1	0.78087	0.935322	0.94034	1	1	0.947877	0.906428	1	0.816749	1	1	1	1	0.969859	1	0.704379	0.442168	0.563601	A4	
1	1	0.636503	0.92815	0.939048	1	1	0.952241	0.87433	1	0.703274	1	1	1	1	1	1	0.49458	0.066984	0.2967	A5	
1	1	0.534802	0.840927	0.882357	1	1	0.893317	0.795788	1	0.60703	1	1	1	1	0.918426	0.991506	0.38066	0	0.192323	A6	
0.458036	0.723233	0.506456	0.608336	0.661074	0.709802	0.864104	0.66022	0.605404	0.704505	0.533599	0.80369	1	1	0.62345	0.631197	0.684744	0.447415	0.253352	0.357552	A7	
0.680231	0.83497	0.634874	0.714587	0.742384	0.781774	0.894992	0.743256	0.707676	0.777795	0.655213	0.851262	1	0.997452	0.733693	0.731947	0.76494	0.590873	0.438043	0.512671	A8	
0.792178	1	0.648169	0.787028	0.818473	0.887777	1	0.822165	0.770033	0.881172	0.682329	1	1	1	0.832782	0.818308	0.863846	0.574716	0.329775	0.452205	A9	
1	1	0.956306	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0.864352	0.543356	0.679685	A10
1	1	0.771781	0.922432	0.929696	1	1	0.936786	0.895038	1	0.806955	1	1	1	0.988911	0.956085	0.987175	0.696735	0.439488	0.559082	A11	
1	1	0.808951	1	1	1	1	1	1	1	0.863865	1	1	1	1	1	1	1	0.692887	0.314217	0.49395	A12
1	1	0.822354	0.99696	0.990141	1	1	1	0.960083	1	0.861958	1	1	1	1	1	1	1	0.738244	0.450267	0.581464	A13
0.772087	1	0.668045	0.777076	0.803935	0.858538	1	0.806552	0.764252	0.853283	0.695072	0.948558	1	1	0.81034	0.80115	0.838694	0.609844	0.410357	0.507301	A14	
1	1	0.759611	0.912694	0.921885	1	1	0.928872	0.885469	0.993095	0.795468	1	1	1	0.979452	0.946984	0.979726	0.683074	0.422034	0.544474	A15	
1	1	0.867039	1	1	1	1	1	0.977119	1	0.898868	1	1	1	1	1	1	1	0.799425	0.559958	0.664251	A16
1	1	0.723071	1	0.989031	1	1	1	0.941111	1	0.785026	1	1	1	1	1	1	1	0.591817	0.181341	0.389091	A17
1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	1	0.883899	0.488013	0.656359	A18
1.216811	1	3.86449	2.224129	11.38937	3.123892	2.082929	5.594997	3.031142	3.221541	3.535453	1.986127	1	1	1.62778	2.025955	2.661684	4.541854	16.479544	52.90527	A19	
1	1	0.883961	0.948855	0.949988	0.984372	1	0.953429	0.93638	0.981408	0.899129	1	1	1	0.975074	0.962535	0.975588	0.851574	0.730387	0.780429	A20	
0.458036	0.723233	0.506456	0.608336	0.661074	0.709802	0.864104	0.66022	0.605404	0.704505	0.533599	0.80369	1	0.997452	0.62345	0.631197	0.684744	0.38066	0	0.192323	Min	
17	5	16	13	9	6	3	10	14	7	15	4	1	2	12	11	8	18	20	19	Rank	

Considering the created ranks, the most effective factors contributing to the outstanding claims in Qhard Hassan Mehr Iran Bank including:

- 1 Absence of accurate evaluation system of customers and shortage of an efficient expert group and absence of financial consulting institutes.
- 2 The slow legal process in judicial courts.
- 3 Absence of the necessary precision regarding financial and credit status of the warrantor(s).
- 4 Changes in the trade market status due to unpredicted changes of inflation rate.
- 5 Drastic changes of currency rate impacting economical justifiably of the plans and eliminate reimbursement motivation.

- 6 Weakness in the Quality of process and stages of investigating granted facilities.
- 7 Changes in customs' tariffs or changes in exporting and importing goods.
- 8 Slowness of administrative procedure of collection of claims according to existent regulations.
- 9 Low level of delay damage rate in relation to cost of earning money in the unofficial market.
- 10 Failure to acquire valuable and valid securities by banks.
- 11 Changes in the trade market status due to changes in political relations across countries.
- 12 Occurrence of force majeure incidents.
- 13 Absence of an effective management on assets items.
- 14 Changes in customs' tariffs or changes in exporting and importing goods.
- 15 Trusting in or being hopeful of authorities to give an opportunity to pay for the outstanding claims.
- 16 Absence of integrated information system in the country.
- 17 Remission of the delay fine when paying up debt in some cases.
- 18 Absence of an integrated data base in the bank.
- 19 Free import of some goods which damage domestic manufacturing and domestic manufacturers lose the opportunity to sell and repay facilities.
- 20 Passing away of facilities' holder and problems regarding probate.

## SUGGESTIONS

Suggestions which are presented below are based on the priority which is obtained from FSIMILARITY method in the major question of the research.

- 1) By using the calculation of various financial ratios such as the ratio of debt to capital, etc. concerning financial and credit status of the warrantor(s) the necessary precision be taken.
- 2) Drastic changes in currency rate impact economical justifiably of the plans and eliminate reimbursement motivation. So, it is suggested that, (after considering these changes), transactions and estimations be made based on currencies which has more relative stability.
- 3) By using information and communications technology and re-examining the processes, weakness in quality of the process and stages of examining the granted facilities, be resolved.
- 4) Since annual wavers of budget laws and obligation of banks to grant note and task facilities in projects with low yields, has been one of the factors contributing to outstanding claims, it is suggested that banks, within their authorities, be more careful in taking securities and warrantor(s) of these loans.
- 5) By accurate prediction of interest rate in future periods, changes in status of trade markets be estimated and considered in offering facilities.
- 6) Taking securities other than property securities may impose high risks to the banks, so it is suggested that property securities be requested as much as possible in high amounts.
- 7) Since there is possibility of change in status of trade markets due to changes in political relations across countries, it is suggested that reconsideration of presenting loans be considered by accurate review of the level and type of relations with other countries.
- 8) Since Occurrence of supervene incidents, Passing away of facilities' holder and problems regarding probate are factors of outstanding claims, some measures should be taken that payments of claims not be depend on individuals. This matter is feasible through taking proper securities, reliable warrantors and finally insuring the loans.
- 9) By creating and developing consulting and expert section, the loans will be conducted in directions which have the lowest risk and market economic and technical justification.
- 10) Since changes in customs' tariffs or creating change in exporting and importing goods may result in outstanding claims, so it is suggested that these factors be considered in presenting loans.
- 11) It should be considered that being hopeful toward authorities for extending the deadline of paying outstanding claims, be considered as a principal.

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