



Frequently Asked Questions

Find out more about Creditsafe's acquisition of Graydon and what this means for you.



What does it mean that Creditsafe has acquired Graydon?

On Monday, 28th February 2022 Creditsafe Nederland BV purchased all the shares of Graydon Holding NV, under which the Graydon companies fall under. Creditsafe Nederland BV, in turn, is part of the Safe Information Group NV.

Safe Information Group NV is the parent company of the Creditsafe companies. Creditsafe is an internationally operating company with its own Creditsafe companies in 14 countries.

Does the acquisition have any impact on my contract?

No, the acquisition of Graydon by Creditsafe will have no impact on your contract. You can also access your Creditsafe account, services and customer support as usual, and you remain a customer of Graydon.

Will I experience any changes to my products, services or data?

No, you will not experience any changes to your products, services or data. You will have access to the same high quality data and services as you always have.

We have an account with Graydon & Creditsafe, what does this mean for us?

Creditsafe and Graydon remain two separate organisations, with separate services and data. If you have an account with both Graydon and Creditsafe, both of your accounts and contracts will remain active and functional as usual.

Has my account manager changed?

No, your account manager remains the same.

Will invoicing and billing details change for Graydon?

No, billing details will not change for Graydon.

Why has Creditsafe acquired Graydon?

Both Creditsafe and Graydon are highly regarded business intelligence providers with significant complementary capabilities and expertise. We strongly believe that Graydon and Creditsafe together are in a strong position to accelerate sustainable growth and support our customers both locally and globally. The fact that Graydon is now for 100% a Creditsafe company, will be very beneficial for all our clients across the group, delivering advanced global Creditsafe solutions in combination with recognised local intelligence by Graydon.

Who are Creditsafe?

Established in Scandinavia in 1997, Creditsafe has enjoyed continued success and is the world's most used provider of online credit reports. Today with 23 offices across the world including Europe, America and Asia, Creditsafe is one of the industry's strongest growing business intelligence providers.

Creditsafe prides itself on delivering high quality business insights and powerful risk management solutions. Today over 110,000 customers globally depend on Creditsafe to make critical business decisions on their customer, suppliers and partners worldwide.

Who can I speak to if I have additional questions?

If you do have additional questions, please reach out to the customer support team or your account manager of your country.

Please note, we are expecting higher volumes of enquires over the next couple of days, so it may take us longer than usual to respond to non-urgent queries.