



TIPS TO GUIDE YOU THROUGH THE CLAIMS PROCESS

At Export Development Canada, we want to make the Credit Insurance claims process as smooth as possible for you. These tips apply to most Credit Insurance policies, with some exceptions. If in doubt, please refer to your Coverage Certificate for more details.



1. DETERMINE WHAT KIND OF POLICY YOU HAVE

You either have a Portfolio Credit Insurance (PCI) policy, or a Select Credit Insurance (SCI) policy. While they share many elements, there are also areas where they're different (such as deadlines). **Hint:** If your policy number starts with TP, you have a SCI policy. If your policy number starts with CE/SE or CD/SD, you have a PCI policy.



2. DOCUMENT YOUR TRANSACTION

Always keep copies of documents that might support a claim. (Need help? See our [PCI claims checklist](#) or our [SCI claims checklist](#).) Ideally, you would have a purchase order or contract that includes exactly what was ordered, the agreed-upon terms of the order and proof that you shipped according to those terms.



3. ESTABLISH A CREDIT LIMIT FOR YOUR CUSTOMER

Request a customer credit approval from EDC before you start work on the order you want insured (particularly before you ship the order). In some instances, EDC may agree to let you use discretion to extend credit to your customers. If this applies to you, you'll also have to be prepared to show documentation to EDC that's in accordance with the discretionary limit conditions outlined in your policy to show why your customer is creditworthy. Please refer to your Coverage Certificate for details.



4. DEADLINES FOR SUBMITTING A CLAIM

Generally speaking, **PCI policies only have 270 days from the invoice due date to submit a claim. SCI policies have 120 days.** You should always refer to the Coverage Certificate for the details of the claim's waiting period and the latest date to submit a claim that applies to your policy. See your Coverage Certificate for exceptions (such as if your customer has filed for bankruptcy).



5. WHEN TO STOP SHIPPING/PROVIDING SERVICES

If your customer is **60 days late** paying you ("in default"), you must **stop shipping/providing services**, unless EDC indicates otherwise.



6. WHAT HAPPENS IF YOUR CUSTOMER IS DISPUTING WHAT THEY OWE?

It is important to note that your policy does not cover commercial disputes. If your customer disputes what they owe, you'll need to **come to an agreement about what your customer owes before being eligible for a claim.** Disputed debts are a critical reason why it is important to keep copies of all documents and correspondence.



7. MITIGATING YOUR LOSSES

Your policy requires that you attempt to **mitigate your losses.** This can include using a collection agency (PCI policy holders can find **collection agency resources** on our online portal when they report an overdue customer or submit a claim). At a minimum, we recommend that you retain all email correspondence between you and your customer about payment.

WHAT HAPPENS AFTER A CLAIM IS APPROVED AND PAID BY EDC?

1. You will not be able to sell to this customer until the debt is fully repaid.
2. EDC will pursue your customer for the amount owed.
3. You will be responsible for a portion of any costs incurred during collection from your customer.
4. If other policy holders have Credit Insurance from EDC for this customer, their insurance for this particular customer may be cancelled.

SUBMIT YOUR CLAIM

You must submit your claim and follow its progress online through your online access, depending on your policy type: **SCI portal** or **PCI portal.** Consult our claims checklist (see tip No. 2) for a list of the commercial documents we need. If you have questions, call our Customer Care team at **1 866-716-7201** on weekdays between 8 a.m. and 8 p.m. ET, or email them at support@edc.ca