



## EDC SELECT CREDIT INSURANCE: TIPS FOR FILING A CLAIM

When your customer fails to pay an invoice, you can make a claim under your Select Credit Insurance policy. Make sure you have the following documents and information on hand for a seamless experience.

### WHAT YOU NEED TO KNOW

- Store your policy document and identify your policy number. It should start with TP#####
- Document your transactions – Always keep a copy of documents that might support your claim
- If your loss is a result of your customer being subject to a formal insolvency proceeding, a claim should be submitted immediately.
- Review the Exclusion Provision in your policy to understand if any are applicable.

# YOUR CLAIMS CHECKLIST



## RISK/REASONS FOR NON-PAYMENT

- Notice of formal insolvency/bankruptcy or any other relevant document received
- List of creditors
- Proof of claim (all provided by the trustee or receiver)

### For all other Risks:

- List of creditors



## PROOF OF DEBT

### Examples:

- Copies of unpaid invoice(s)
- The statement of account (SOA) covering the last 12 months immediately preceding the date of the unpaid invoice
- Any relevant commercial documentation clearly identifying the terms of payment
- Signed & dated purchase orders
- Contract signed by both parties
- Written acknowledgement of the debt amount from the customer or other relevant correspondence



## PROOF OF SHIPMENT

### Examples:

- Bill of lading
- Delivery slips/trucking receipts confirming shipment
- Correspondence confirming receipt of goods



## ACTIONS TO MITIGATE THE LOSS

- Details of the actions taken to recover the amount due, including copies of correspondence with your customer

### For all other Risks:

- Contact information of the agent at the collection agency
- A recent status report

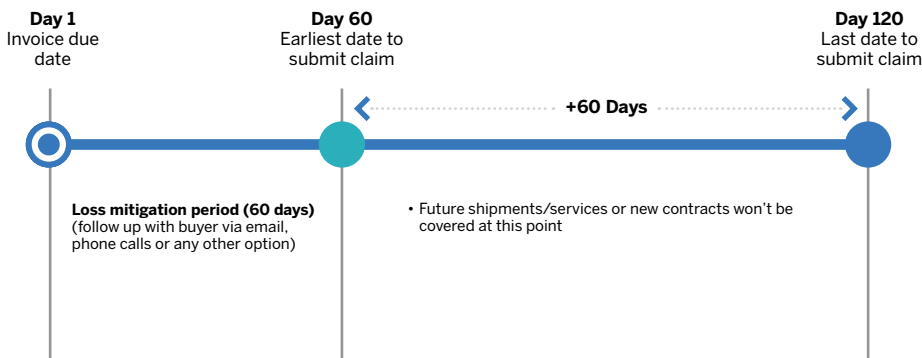
## ADDITIONAL DOCUMENTS

Documentation proving a risk has occurred, the amount of the loss, loss is within the terms of cover of your policy.





## TIMELINE



## SUBMIT YOUR CLAIM

1. Log into the [EDC Select Credit Insurance portal](#).
2. Click on the View My Portfolio tab.
3. Find the credit limit you would like to submit a claim for;
4. Click on the buyer related to your claim. Once selected, you will be directed to another screen.
5. From the right-hand side, click on Apply for Claim.
6. Input the requested information (your customer's contact details, etc.).
7. Click Next.
8. Fill out Claim Details Information, including:
  - Due Date
  - Amount of the claim (excluding and including tax)
  - Currency of the claim
9. Acknowledge the information is true by checking the checkbox and click Submit.

## CUSTOMER DISPUTES

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.





## NEXT STEPS

- Once claim has been submitted, EDC will share the acknowledgement within 48 hours
- Stop shipping/providing services unless EDC indicates otherwise
- Mitigate your loss
- Exporters are responsible for retaining any correspondence between them and their customers about payment.
- Keep trying to collect the debt while you wait.  
Details of the actions taken to recover the amount due



## ONCE YOUR 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.

### Notes:

Capitalized terms not defined in this document have the meanings given to them in your Policy.

This document is for information purposes only and doesn't form part of your contract of insurance. It's not intended as legal advice, an offer or a contract. Please refer to your Select Credit Insurance Policy for the terms, conditions and exclusions that apply to you.

## QUESTIONS

Other questions about the claims process? Call our Customer Care team at **1-800-229-0575**.

