



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

Credit limit

A credit limit must be in effect on the date the goods were shipped or services rendered.

- Credit approval

Proof of debt

Evidence to prove that a debt exists with either:

- Dated purchase order from your customer; or signed proforma invoices.
- Contract signed by both parties.
- Written acknowledgement of the debt amount from the customer or other relevant correspondence (i.e. signed delivery slips).
- Collection agency confirmation that your customer acknowledges the debt amount.
- For electronic data interchange (EDI), transactional details must be validated by providing documentation such as the system's Customer profile information, order, and product details.

Invoice(s) and statement of account

Transaction details and current balance owed must be confirmed:

- All unpaid invoices, showing payment terms and
- Latest Statement of Account showing current balance owed.

Proof of shipment / services rendered

Supporting document evidencing that goods have been shipped or services were rendered with either:

- Bill of lading signed by the customer.
- Delivery slips confirming that your customer has accepted the goods.
- Your customer's sign-off of services rendered.

Loss mitigation

Collection efforts to minimize the loss must be provided:

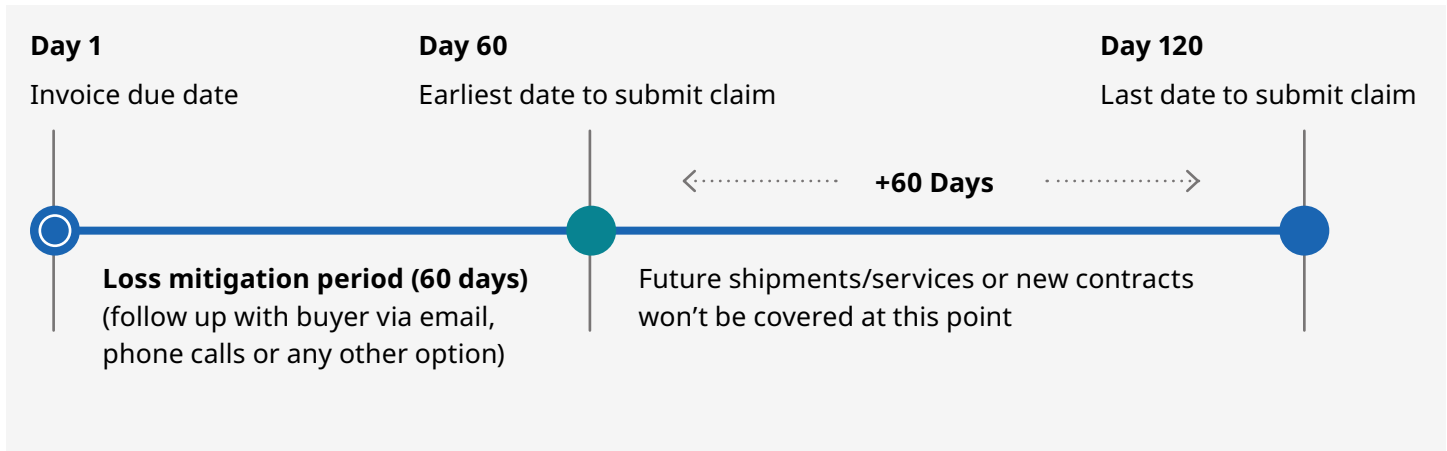
- Details of actions taken to collect on the debt, such as copies of emails or letters to and from your customer.
- If the debt was placed with a collection agency, the latest updates provided by a collection agency.
- For bankruptcy: Copy of the filing of the Proof of Claim, Notice of Bankruptcy and List of Creditors.

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 a claim

1. Log into your [MyEDC account](#)
2. Navigate from the MyEDC home page to the Select Credit Insurance portal using the navigation menu.
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 then 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 the claim is submitted online, you will be contacted within 5 business days by Claims.
- 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 canceled.

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 insurance contract. It's not intended as legal advice, an offer or a contract. Please refer to your Portfolio 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**.

