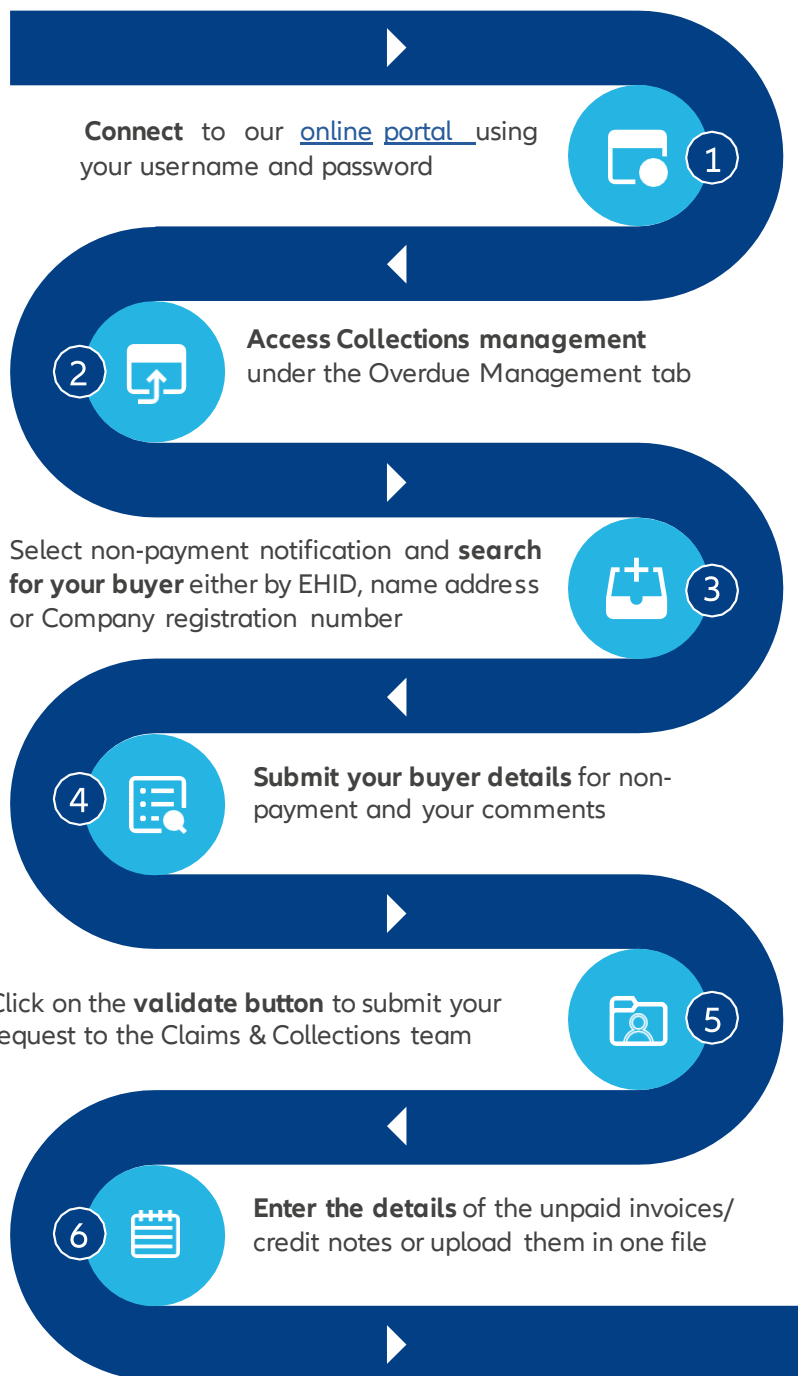


How to submit a claim?



- ➔ What does **“Buyer details”** mean?
These are the details of your customer.
- ➔ Should **“Gross Amount”** include VAT? Yes.
- ➔ What does **“Document Number”** mean?
This means the Invoice Number.

What is next?

Our Claims & Collections (C&C) team will review your claim and will:

1. Acknowledge receiving your claims within 2 working days
2. Request missing documents, if any
3. Provide preliminary decision with 30 days from the day we receive all the required documents
4. If you don't have inclusive collection in your policy, you have to continue to mitigate your losses by taking necessary collections/ legal actions.
5. Settle the balance of your valid claims within 30 days from “the day of Loss” (Protracted Default PD) or insolvency.



Contact your account manager/broker for assistance

This guide is merely for guidance and should be read in conjunction with the Policy documents issued to you. It does not constitute or form part of the terms and conditions on which Euler Hermes would insure you (“Policy T&Cs”). This guide is not legally binding and does not amend, change or override in any way the Policy T&Cs

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