

## **Express Claim Program Frequently Asked Questions**

### **Why is EDC introducing the *Express Claim Program*?**

EDC is introducing the *Express Claim Program* in an effort to reduce costs (for both your company and EDC) and accelerate the claims process.

### **How do I file a claim under the *Express Claim Program*?**

Please refer to the [How To Guide](#).

### **Can policyholders submit claims online?**

Yes, policyholders can submit small claims online through EDC Direct as long as the user has a RIC account.

### **What is the preferred method for submitting an *Express Claim*?**

The preferred method for submitting an *Express Claim* is online. The benefits accrued to you include: immediate feedback on claim submission and faster customer service.

### **What if I am having problems submitting the *Claim Online*?**

Refer to the [Online Help](#) documentation.

### **When do I file a claim?**

Claims must be filed with EDC within 12 months of the loss date (i.e. due date of invoice) as required by the Policy.

### **Who can file the claim?**

The claim must be filed by the insured, unless otherwise authorized by EDC in writing.

### **Why would EDC subsequently request the full documentation?**

The *Express Claim Program* works on the “honour system”, much like the one established for on-line tax return filings. While only the *Express Claim Payment Application* is required to process the claim, the insured must have and retain in its possession all documents in support of its claim as EDC reserves the right to request the documents at any time. For audit purposes, EDC will from time to time randomly select claims and request that the insured provide supporting documents.

### **Does the overdue account have to be placed with a collection agency? If so, which one and when?**

Yes, unless you are claiming under the risk of insolvency. In order for a claim under \$5,000 to be processed, the overdue account must have been entrusted to a collection agency for collection with all supporting documentation as described above. This must be done **prior to** submitting the claim to EDC for processing.

The name of the agency as well as the agency's file number must be provided to complete the online Express Claim Application.

We have provided a list of collection agencies used by EDC in this package.

**What happens if the company has no documents to support the claim?**

If there are no documents evidencing a transaction yet a claim is nonetheless filed with EDC, this may result in a full review of all past claims, which in turn may result in your company having to repay indemnities improperly paid by EDC.

**What will happen if I submit an incomplete or unsigned *Express Claim Payment Application*?**

You will be asked to complete a regular *Express Claim Payment Application*.

**When will the claim be paid?**

The claim will be paid 2-3 days after it becomes eligible for payment under the policy. The claim becomes eligible for payment 4 or 6 months after the loss date, depending on the type of policy under which your company is insured. However, if the buyer has filed for bankruptcy, your claim is immediately eligible. Please check the Policy to determine which eligibility period applies.

**What if a claim is submitted for \$5,100 (USD or CD), will it be processed under the *Express Claim Program*?**

No. The program only applies to claims of \$5,000 (USD or CAD) and under. For claims over this threshold, EDC will require a regular Claim Payment Application to be completed and submitted with the usual supporting documentation.

**What happens if the Policy contains a Deductible or Non Qualifying Loss ("NQL") endorsement?**

If your Policy contains an NQL endorsement, you should not be filing a claim for a loss under the NQL amount. In cases where the loss exceeds the NQL amount but is under \$5,000, a claim should be submitted under the *Express Claim Program*.

If your Policy contains a Deductible endorsement, the claim will be approved under the deductible, without the need for further documentation. You will then be advised in writing that the claim was applied against the Policy deductible.

**The *Express Claim Payment Application* requires that an amount be inserted in the section entitled "Total Unpaid Invoices". How should this be calculated?**

"Total Unpaid Invoices" means the unpaid portion of the amount invoiced to the buyer, less

- Amounts received by the buyer
- Credits allowed to the buyer by your company
- Applicable taxes
- Commissions

**The *Express Claim Payment Application* requires that an amount be inserted in the section entitled “Collection Fees”, if collection fees have been paid. How should this be calculated?**

“Collection Fees” means expenses paid to a collection agency for the collection of the overdue account.

\*\*\*\*Please note that the sum of the “Total Unpaid Invoices” and the “Collection Fees” should not exceed \$5,000. \*\*\*\*

**Will I still be required to assign the debt to EDC through an Assignment Agreement?**

The requirement for an assignment of debt still exists. Your company assigns the debt to EDC, by marking off the check box and providing your name and title, prior to submitting the completed *eExpress Claim Application*.

**Where will claim payments be sent?**

Claim payments will be sent to the designated payee under the Policy. Therefore, if the Policy has a Direction to Pay in favour of a particular party, the payment will be sent to that party (usually the insured’s financial institution). If there are no specific payee instructions in the Policy, the payment will be sent to your company.

**Can I choose the collection agency of my choice?**

Yes, unless your policy requires your company to use a specific collection agency. The enclosed lists of agencies are familiar with EDC products and procedures and can therefore quickly get to the task of collecting the accounts.

**Will the collection agencies share any information on the account with EDC?**

Yes. In the *Express Claim Payment Application*, you specifically transfer and assign your rights to the overdue account. The collection agency will then deal directly with EDC on any issues relating to your claim, which includes sharing any information it gathers as a result of its collection efforts.

**What if I have additional questions?**

Call **1-888-332-7170** to speak to one of our Claims Services Managers.