

## ***Express Claim Program*** **“How To” Guide**

This guide will provide you with the step-by-step procedure on how to file a claim under the *Express Claim Program*.

### **Filing a Claim**

1. Submit an Express Claim using one of three options:
  - a. **Online:** If you have an EDC Direct/Receivables Insurance Centre account, log into the Receivables Insurance Centre and access the Express Claim option off of the left menu.
  - b. **Fax:** 1-866-434-6199
  - c. **Mail:** EDC – Claim and Recoveries Department, 151 O’Connor St. Ottawa, ON, K1A 1K3
2. Claims must be filed with EDC **within 12 months** of the loss date (i.e. due date of invoice).
3. If the reason you are filing a claim is a result of “non-payment”; your company is required to place the overdue account with a collection agency prior to submitting a claim. Note: this step is not required if the reason for the claim is a result of “insolvency”.
4. If you are submitting an online express claim, please note that all of the required fields must be populated in order to progress throughout each screen in the claim submission process. Online Help is also provided to help guide you through the process.
5. No documents are required to be submitted with the *Express Claim Payment Application*. **However, your company is required to keep on file all documentation it would normally file in support of the claim.** See "Supporting Documentation" section below for details.

### **Completing the *Express Claim Payment Application***

#### **1. Insured/Policyholder Information**

At the top of the *Express Claim Payment Application* please indicate:

**Insured/policyholder’s Legal Name** - State the full legal name of your company.

**Policy Number** - Indicate the Policy number you are claiming under.

## 2. Buyer Information

State the full legal name and complete address of your buyer.

## 3. Risk Category

Check the appropriate box describing the risk incurred. If the risk incurred is not specifically mentioned, please check “other”. Where the risk is “insolvency”, please indicate the date the insolvency documents were filed with the court.

Please note that claims resulting from contract terminations are excluded from this Program.

## 4. Transaction Details

Please indicate the following:

**First Unpaid Invoice Date** – Indicate the date of your first unpaid invoice to the buyer resulting from this transaction.

**Last Unpaid Invoice Date** – Indicate the date of your last unpaid invoice to the buyer resulting from this transaction.

**Number of Unpaid Invoices** – Indicate the total number of unpaid invoices sent to the buyer resulting from this transaction.

**Terms of Payment** – Indicate the delay provided to the buyer to pay the invoices.

**Credit Tool Used** – Indicate the method provided under your policy to establish the buyer’s credit

**Credit Limit Established** – Indicate the maximum amount of credit you can extend to the buyer under the credit tool used.

**Total Unpaid Invoices (excl. taxes)** – Indicate the invoice value of unpaid goods/services sold (plus any additional insurance, freight or other handling costs incurred as a result of the Risk) **less** amounts received from or credits allowed to the buyer, **taxes** and commissions **and less** costs saved as a result of the occurrence of the Risk.

**GST** – Indicate the GST associated with the Total Unpaid Invoice amount (applicable if the buyer/debtor is Canadian)

**PST** – Indicate the PST associated with the Total Unpaid Invoice amount (may be applicable when the buyer/debtor is Canadian)

**Foreign Tax** – Indicate the Foreign Tax associated with the Total Unpaid Invoice amount (may be applicable when the buyer is located outside of Canada or the United States)

**Amount Recovered By Collection Agency** – Indicate the amount of the debt that was recovered by the Collection Agency with which the overdue account was placed

**Collection Fees Paid** – Indicate the amount of the fees you paid to a collection agency for the collection of the overdue account.

**GST** – Indicate the GST associated with the amount of the fees/expenses (applicable if the buyer/debtor is Canadian)

**PST** – Indicate the PST associated with the amount of the fees/expenses (may be applicable when the buyer/debtor is Canadian)

**Foreign Tax** – Indicate the Foreign Tax associated with the amount of the fees/expenses (may be applicable when the buyer is located outside of Canada or the United States)

## 5. Collection Details

Check the appropriate box indicating the collection agency hired to collect the overdue account. Please also include the agency file number and date the account was placed with the Collection Agency.

Please note that if the risk is **insolvency**, the account does not have to be put into collection. You must however **indicate the date of the insolvency filing**.

## Representation, Acknowledgement and Assignments

Sign and date the Express Claim Payment Application and provide the name, telephone, fax number and e-mail address of the person in your organization who is authorized to bind your company.

## Things to Keep in Mind:

1. The company represents on the *Express Claim Payment Application* that:
  - a Loss under the Policy has occurred.
  - all declarations have been made and corresponding premiums paid, including those required for the transaction which is the subject of the claim application.
  - all the documents in support of this claim application (evidence of debt, shipment, creditworthiness, etc.) are in the possession of the

Insured/Policyholder and will be produced, at any time, upon request by EDC.

- the debt has been entrusted to the collection agency identified in the *Express Claim Payment Application* for collection (**unless the risk is insolvency**).
  - the Insured/Policyholder is not in breach of any of the terms or conditions of the Policy and that no exclusions apply.
  - that the buyer has not raised any objections to paying and has not disputed its obligation to pay for the goods.
2. By signing the *Express Claim Payment Application*, the company has also assigned the debt to EDC.
  3. Subject to compliance with the terms and conditions of the Policy (coverage in place, declarations made, premiums paid, etc.), the claim will be paid once it becomes “eligible” under the Policy (eligibility periods vary from immediately eligible under the insolvency risk to being eligible 6 months after the due date under the non-payment risk). Please check your Policy for the relevant eligibility periods.

In consideration of providing you with the benefit of an expedited process, please note that EDC reserves the right to:

1. Closely monitor policyholder activity for potential abuses. In this regard, EDC further reserves the right to exclude your company from the *Program*, at any time, at its sole discretion, for any reason whatsoever.
2. Immediate reimbursement of any amounts paid under the *Program* which EDC deems have been improperly paid or paid as a result of misrepresentation on the *Express Claim Payment Application* form.
3. Request all documentation in support of the claim application, at any time, at its sole discretion. EDC will be carrying out an on-going audit process and from time to time you will be asked to provide the required documentation in support of your claim.
4. Audit, at any time, at its sole discretion, your company’s records in relation to any claim application made under the Policy.

## **Supporting Documentation**

### **Credit Information**

- a written credit report obtained from a credit reporting agency or a bank that was current at the time of shipment; or
- the credit rating you obtained at the time of shipment from the credit rating agency listed in the Credit Management Schedule of your Policy; or
- the statement of account for your Buyer going back one year prior to the shipment date; or

- if allowable under your Policy, two trade references obtained from other suppliers within 12 months from the date of shipment; or
- an EDC credit approval.

**Invoice(s)** - Your commercial invoices to your buyer specifying the terms of payment and showing the amount due and payable.

**Statement of Account** - This statement of account should cover the twelve-month period immediately preceding the date of shipment. It must also contain the dates of previous shipments, the dates of payments and the current balance outstanding.

**Proof of Debt** - This evidence of debt may be one of the following:

- a purchase order signed by your Buyer, or a contract signed by your Buyer and you;
- a draft or promissory note signed by your Buyer;
- an uncashed cheque returned by your Buyer's bank;
- a written acknowledgment of debt by your Buyer;
- a confirmation by the bankruptcy trustee of the amount due to you; or
- any other document establishing that your Buyer has received the goods and/or services in question and owes you the amount you are claiming.

**Proof of Shipment** - Bills of lading, waybills or any other evidence of shipment.

**Proof of Insolvency** - A copy of the Notice of Bankruptcy. If you were requested to file your Proof of Claim, please do so immediately and provide us with a copy.

**Relevant Correspondence** - Copies of all relevant correspondence with your Buyer. Be sure to include all documentation on any recovery action you have taken.

**Other Supporting Documentation** - This should include any document not specified above which may be useful in assessing your claim.

**Collection Agency Information** – Copies of all correspondence with the Collection Agency.

### Questions?

Should you have any questions with respect to the *Express Claim Program*, call us at:

**1-888-332-7170**

Submit your completed *Express Claim Payment Application* using one of three options. :

**Online:**

***(If you have an EDC Direct/Receivables Insurance Centre Account):***

Go to [www.edc.ca](http://www.edc.ca) and log into the Receivables Insurance Centre via EDC Direct and select the Express Claim option from the menu

**Mail:**

Claims & Recoveries Department  
Export Development Canada  
151 O'Connor Street,  
Ottawa, ON K1A 1K3

**Facsimile:**

1-866-434-6199