

*The Claim Payment Application is included with this guide.*

The insurers strive to process Claim Payment Applications within a reasonable timeframe (usually 30 days or less). In order to begin a proper assessment of your claim, we will require **all** of the supporting documentation outlined in the Claim Payment Application. A definition of each of these documents is provided below. Incomplete documentation will delay assessment of your claim.

### **The Basics**

At the top of the Claim Payment Application please indicate:

*Insured/policyholder name:* State the full legal name of your company.

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

*Buyer Name & Address:* State the full legal name of your buyer and complete address.

### **Risk Category**

Check the appropriate boxes describing the risk incurred.

### **Supporting Documentation**

Check appropriate boxes from 01 to 09 and attach copies of each document specified in boxes checked.

Box 01: Credit Information: (does not apply if insurers have provided you with a written credit approval).

- (a) a written credit report obtained from a credit reporting agency or a bank that was current at the time of shipment; or
- (b) 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
- (c) the statement of account for your Buyer going back one year prior to the shipment date; or
- (d) if allowable under your Policy, two trade references obtained from other suppliers within 12 months from the date of shipment.

Box 02: Invoice(s) – Your commercial invoices to your buyer specifying the terms of payment and showing the amount due and payable.

Box 03: 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.

Box 04: Proof of Debt – This evidence of debt may be one of the following:

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

- Box 05: Proof of shipment Bills of lading, waybills or any or other evidence of shipment.
- Box 06: 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.
- Box 07: Relevant Correspondence – Copies of all relevant correspondence with your Buyer. Be sure to include all documentation on any recovery action you have taken.
- Box 08: Other Supporting Documentation – This should include any document not specified above which may be useful in assessing your claim.
- Box 09: Action Taken to Effect Collection – Provide a brief description of each action taken to effect recovery. If account has been turned over for collection, please provide us with the name of the collection agency or lawyer.

### **Calculation of Claim**

- Box 10: Contract Currency – Means the currency in which your Buyer is indebted to you.
- Box 11: Gross Invoice Value – Means the invoice value of goods and/or services together with the amount of any insurance, freight or other handling costs you incurred on behalf of your Buyer at the time of shipment.
- Box 12: Less payments received – Means any payments received on account from your buyer.
- Box 13: Amounts Credited to Account – Means any credit notes provided to your Buyer, etc.
- Box 14: Agent's Commission Being Held – Means any unpaid commissions or adjustments to be credited.
- Box 15: Offsets/Deductions – Means any other cost which was not incurred or any other amounts which you may owe to your Buyer.
- Box 16: Sub-total – Means total of Boxes 12, 13, 14 and 15.
- Box 17: Net Loss – Box 11 less Box 16.

### **Certification**

Sign the Claim Payment Application and provide the name, telephone and fax number of the person in your organization who can respond to questions about your claim.

If you need more information, please contact:

Claims and Recoveries Department  
Tel.: 888-332-7170  
Fax: 866-434-6199  
or visit [www.edc.ca/claims](http://www.edc.ca/claims)

Submit your completed Claim Payment Application to:

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