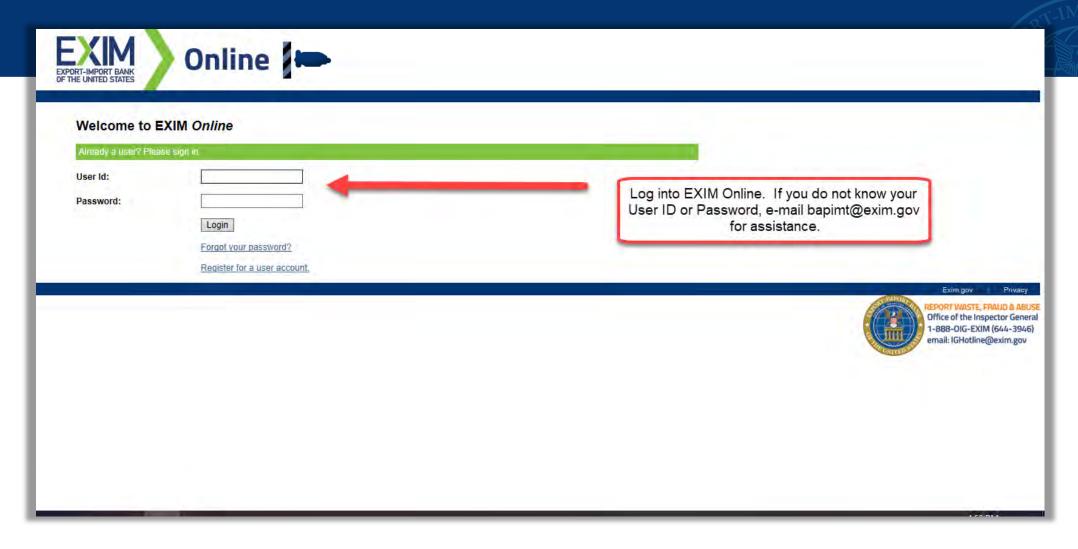


## How to File a Short-term Insurance Claim in EXIM Online (EOL)

**Updated September 2025** 

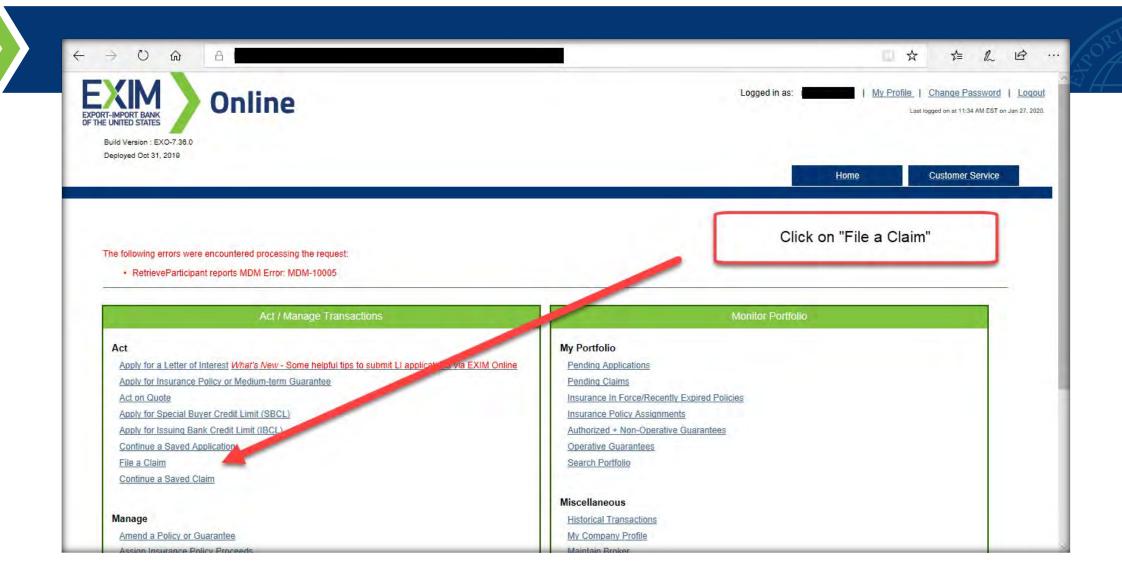
Empowering U.S. Businesses and Workers to Compete Globally



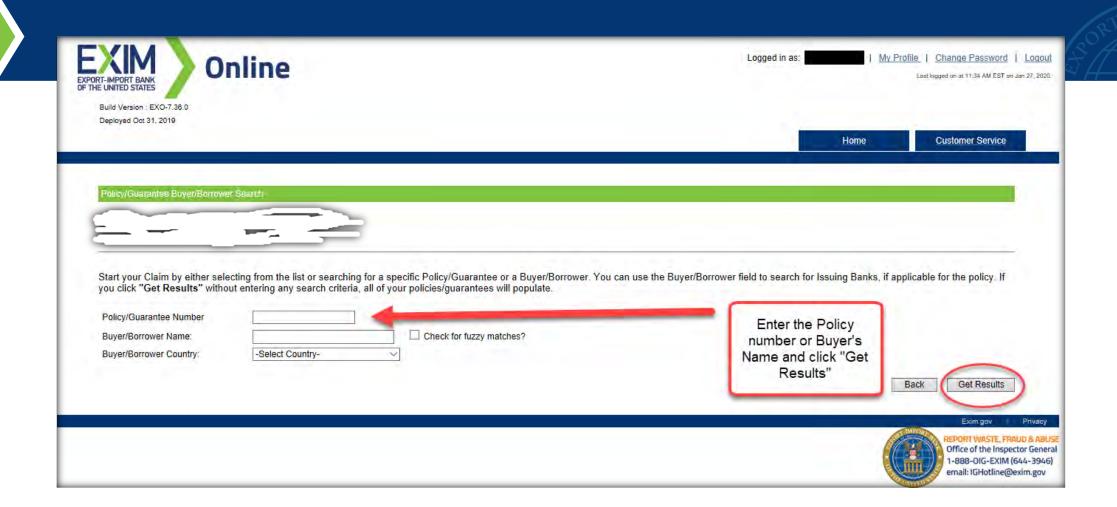


- Short-term Insurance Claims may be filed by the Insured.
- Claims can be saved and returned to later to complete.
- To file your claim, log into EXIM Online (<a href="mailto:Eximonline@exim.gov">Eximonline@exim.gov</a>).

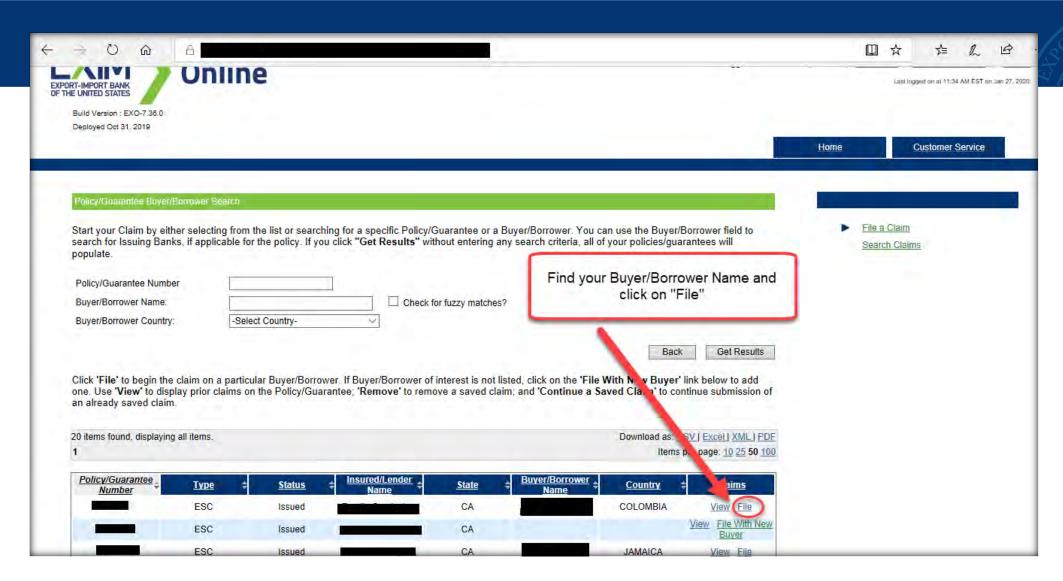






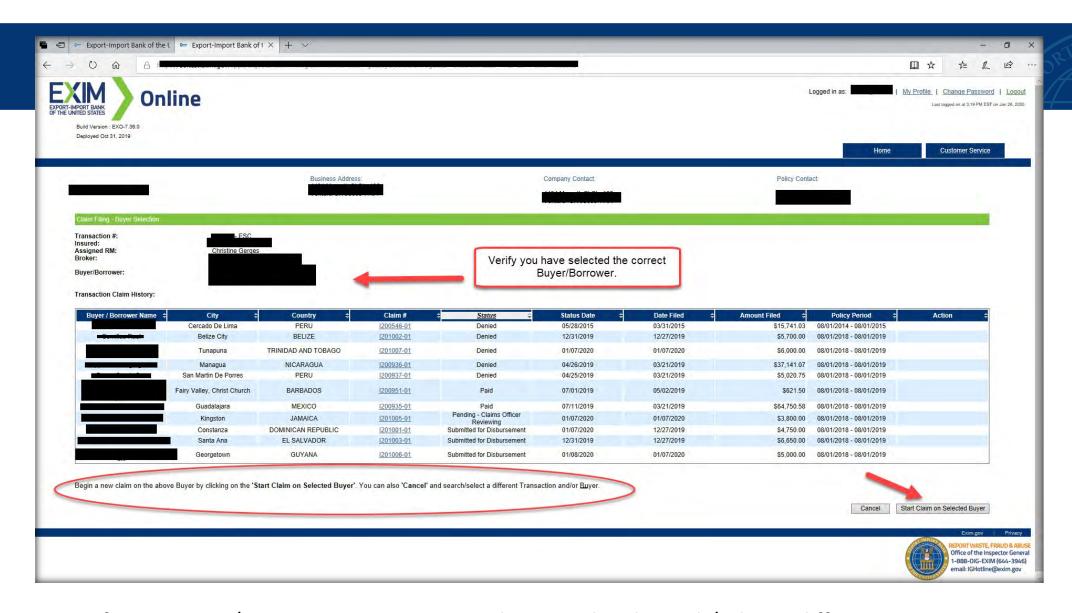






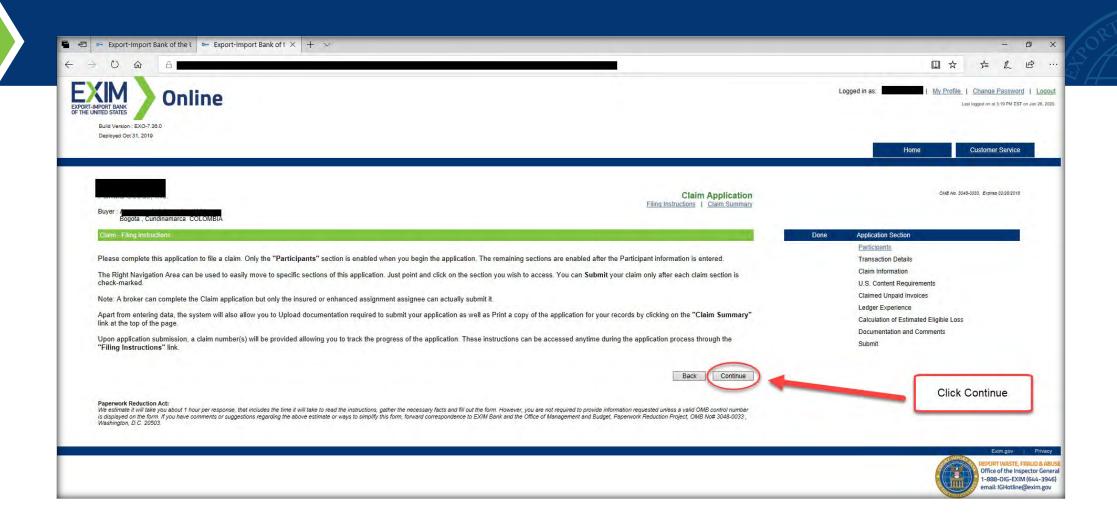
• The Buyer/Borrower Name will be listed under the Policy if the shipment was reported and premium was paid.



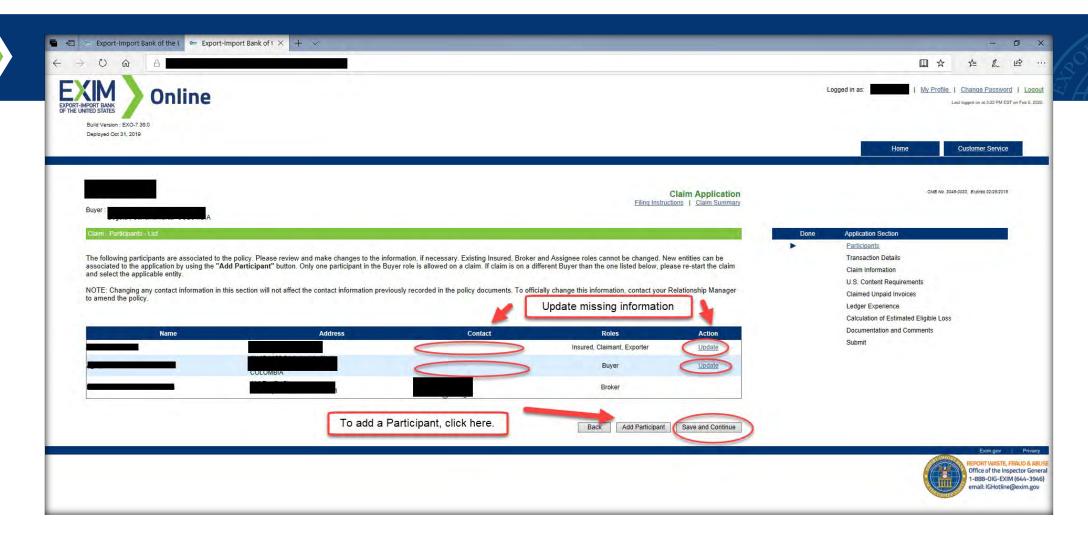


 Verify your Buyer/Borrower Name. You can also Cancel and search/select a different Transaction and/or Buyer. Once the Buyer/Borrower Name is verified, click on "Start Claim on Selected Buyer."



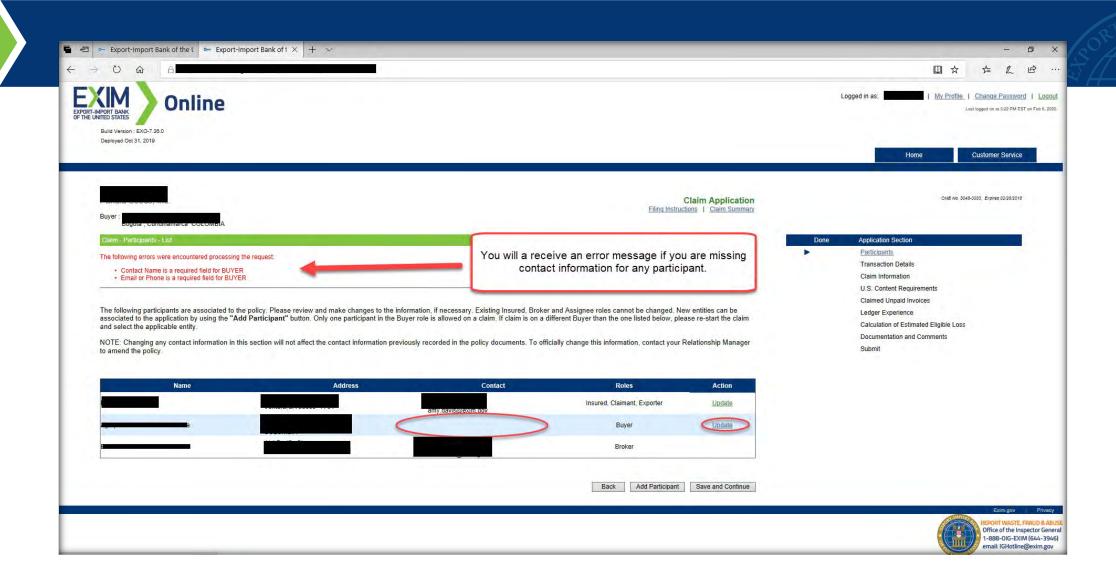




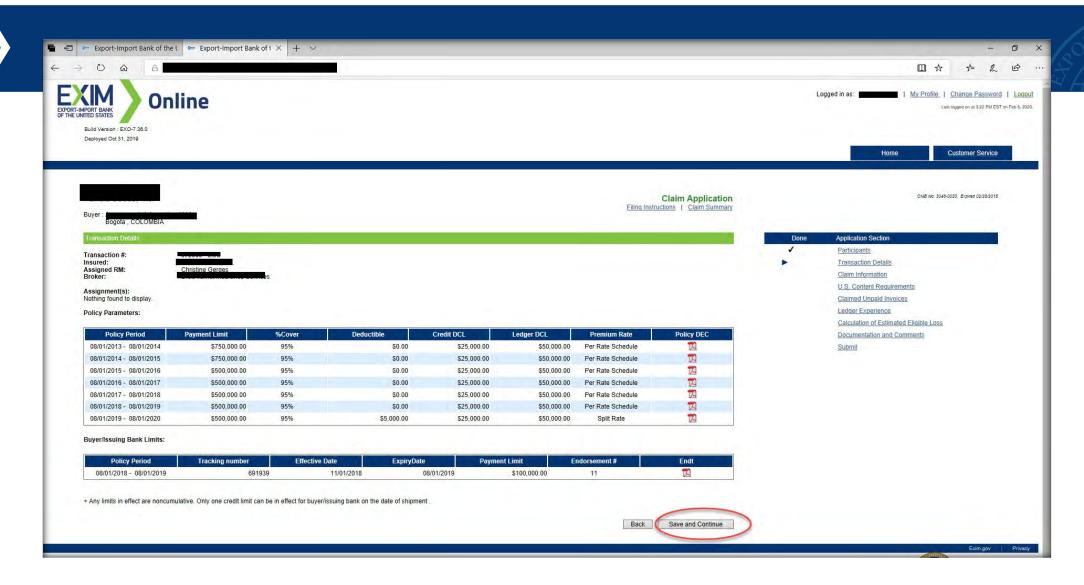


• Please update all participant contact information. You may also add a missing participant with the "Add Participant" button. Remember to click "Save and Continue" button when complete.



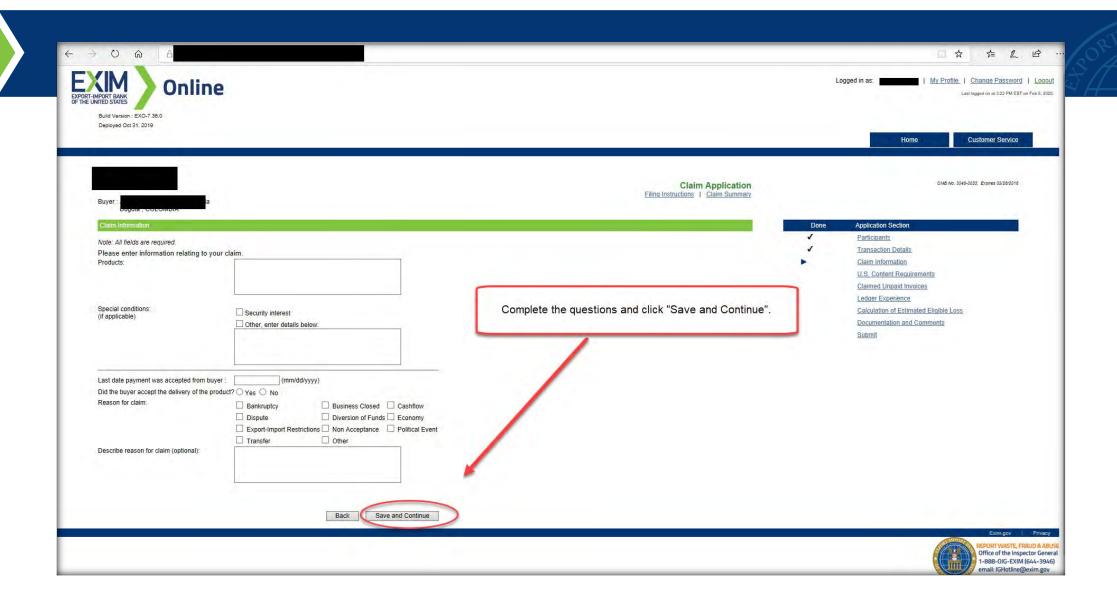




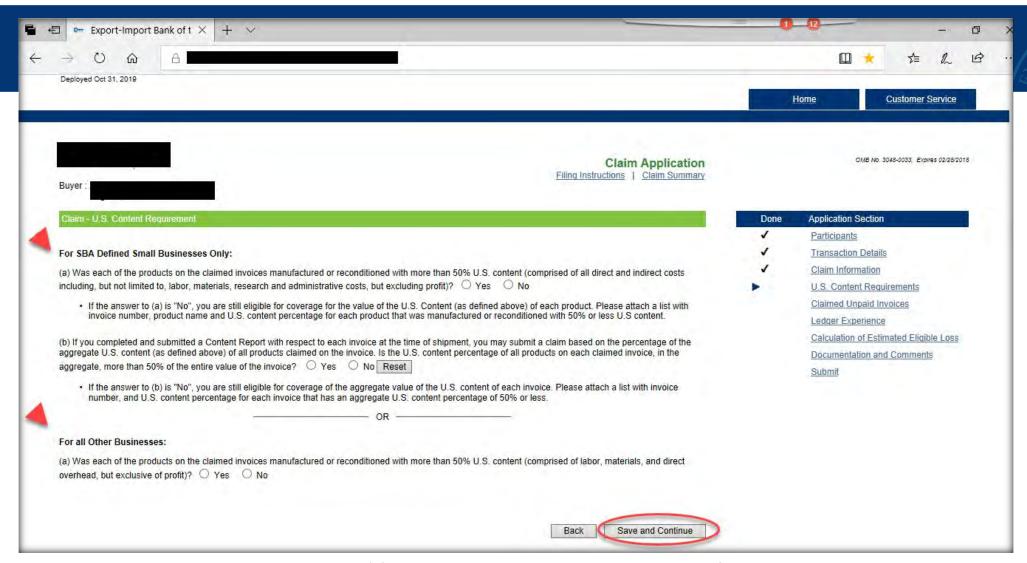


- This page reflects the Policy's history.
- Please review Policy, declarations and endorsements prior to claim submittal.



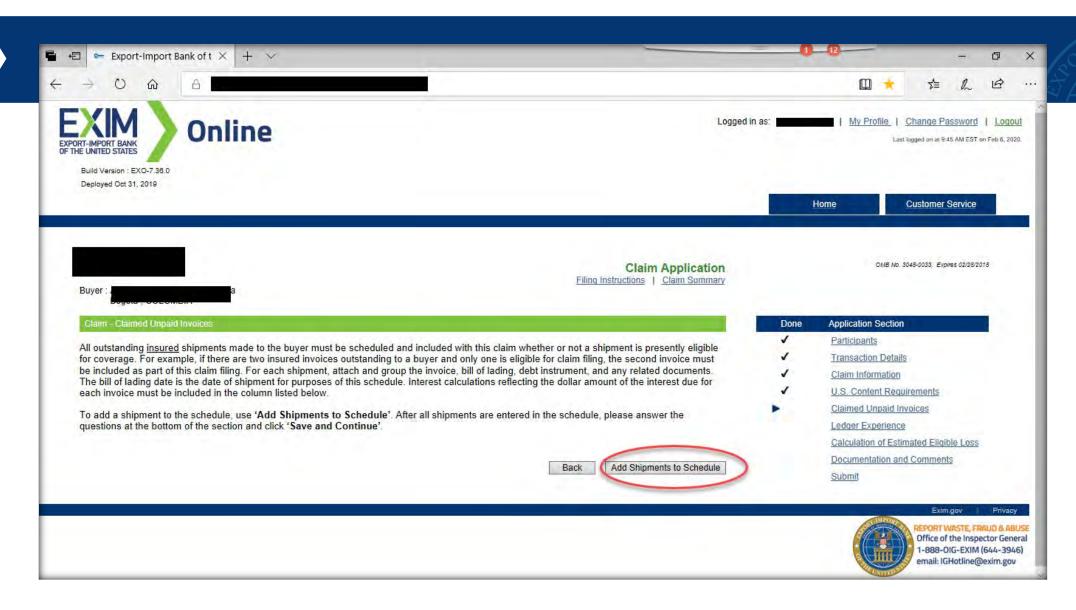






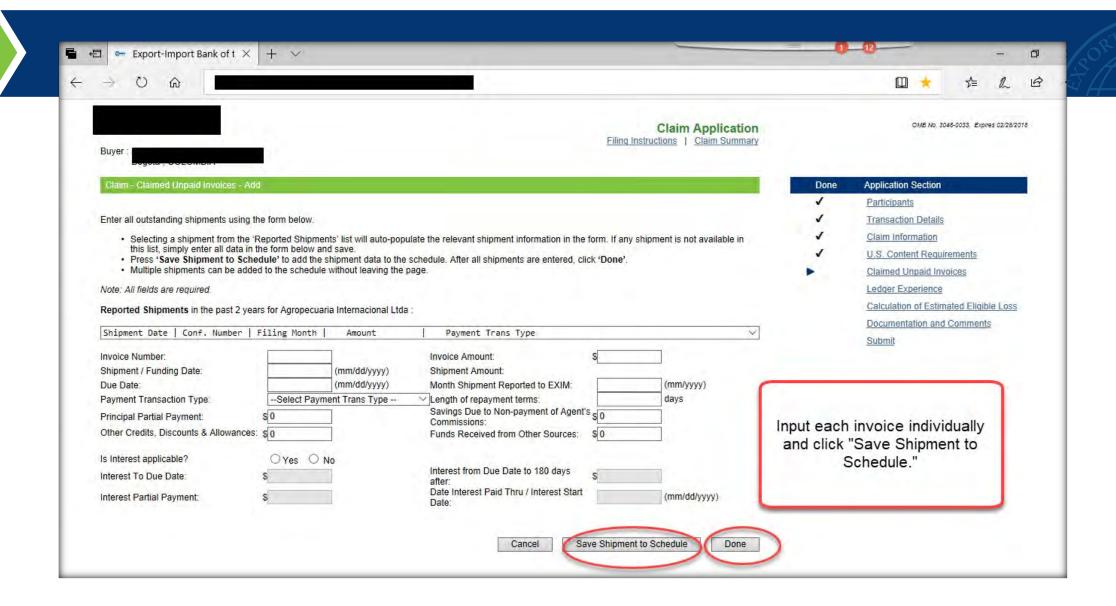
- Please answer question(s) on U.S. Content based on your type of business.
- When complete, click on "Save and Continue."
- The Short-term Content Policy can be found at: <a href="https://www.exim.gov/policies/content/short-term-content-policy">https://www.exim.gov/policies/content/short-term-content-policy</a>.





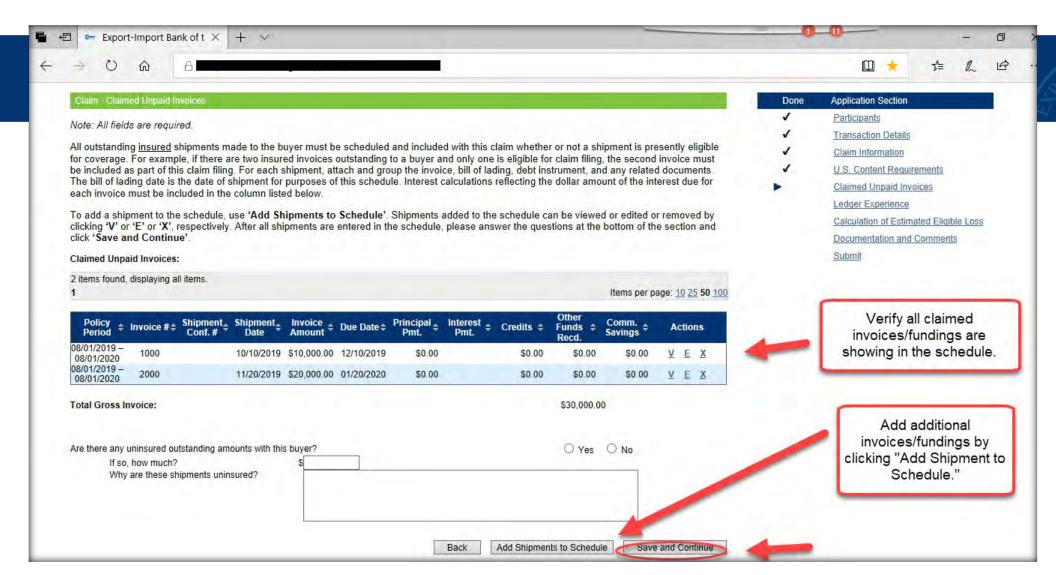
Add invoices by clicking on "Add Shipments to Schedule."





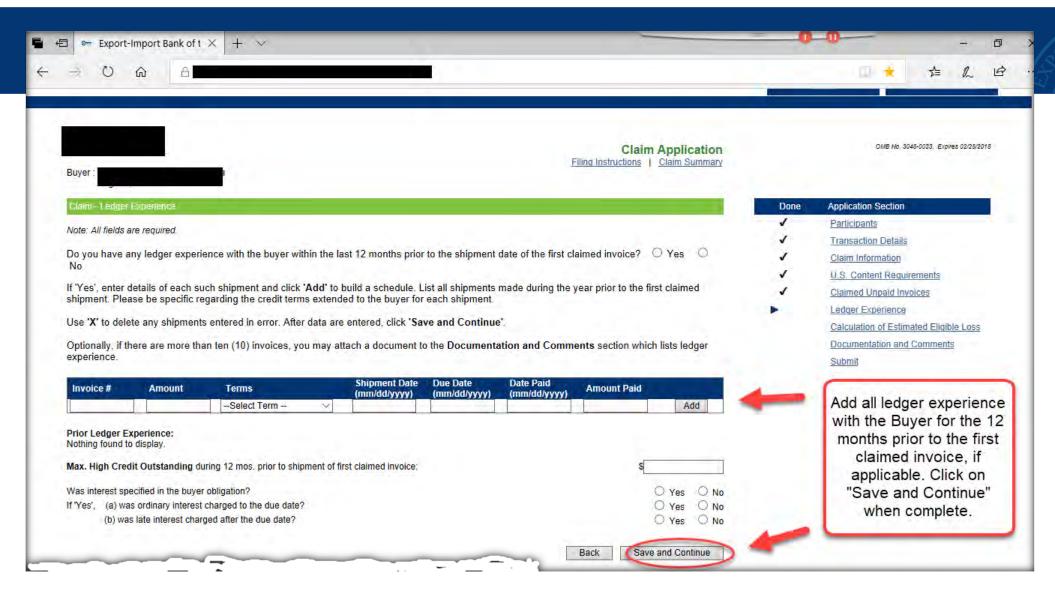
• Please complete all fields. After you have saved the last invoice click "Done."





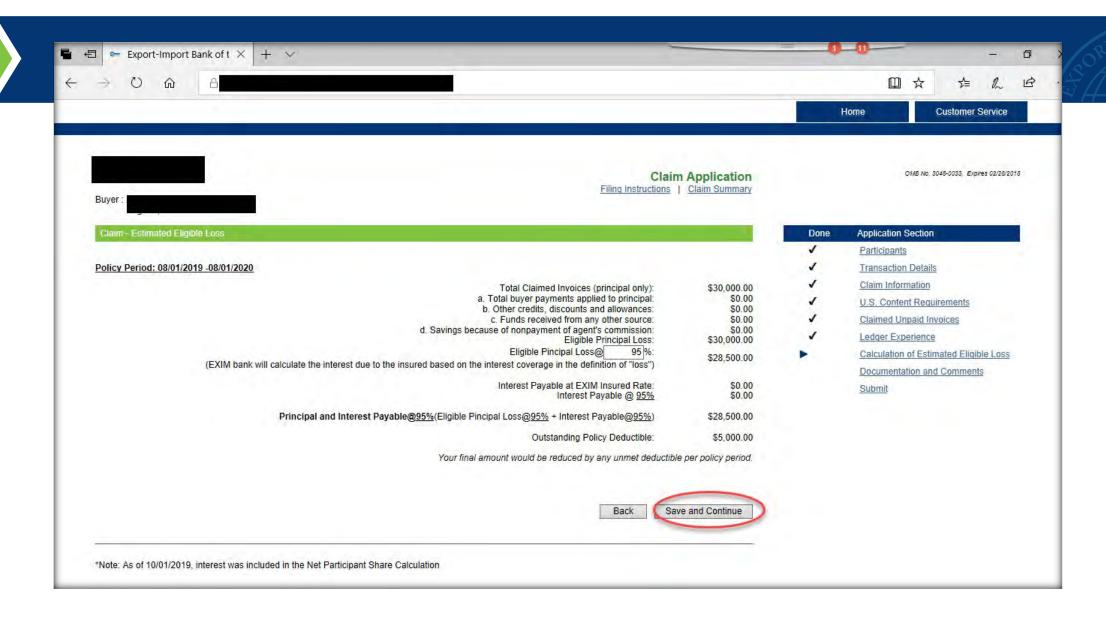
- Note: Actions "V," "E" and "X" refers to **Verify**, **Edit** and **Delete**.
- Review the schedule to verify all invoices/fundings are listed.
- Edit and/or Delete, if applicable.
- Answer all questions regarding uninsured debt and click "Save and Continue" when done.





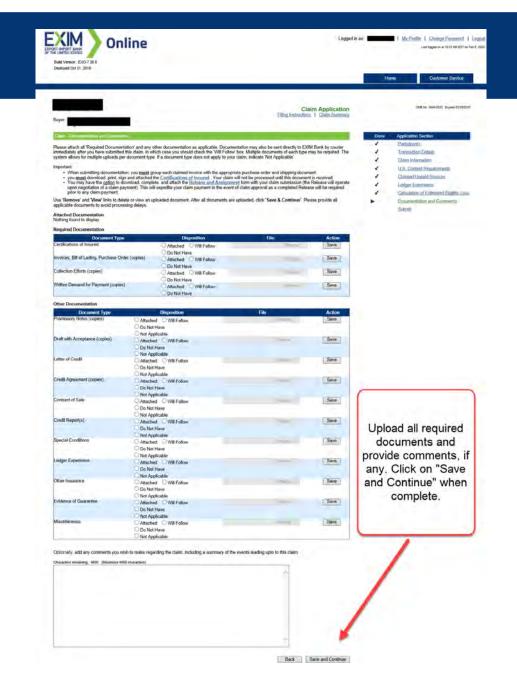
• Please attach organized packages of documents for each invoice (invoice, purchase order, shipping documents).



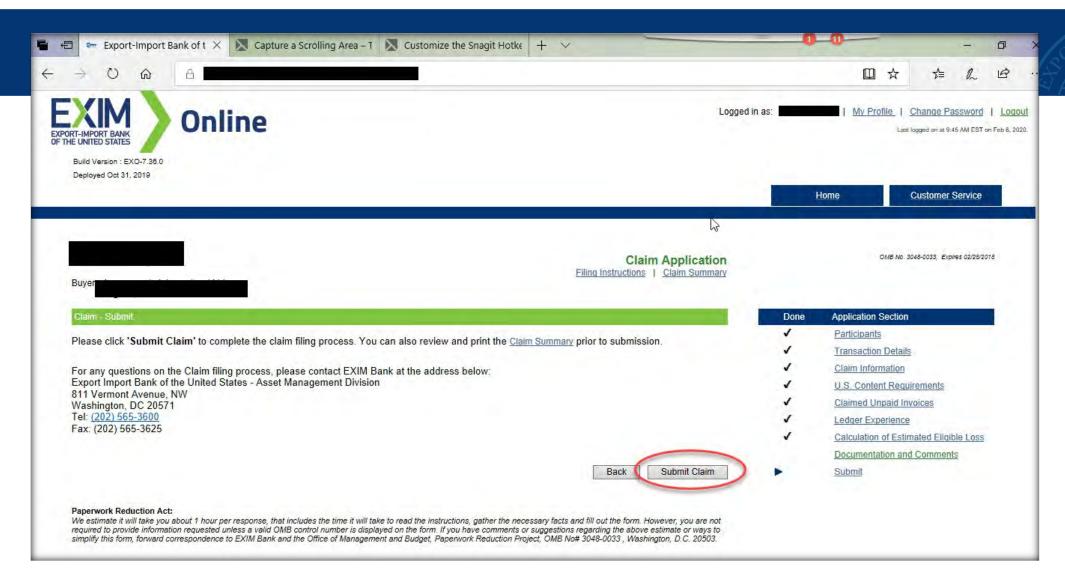


• Verify that all amounts are correct. Once done, click on "Save and Continue."









- Review Claim Summary page prior to submission.
- Click on "Submit Claim." when complete. Congratulations, you have filed your claim!
- For any questions, please contact claims@exim.gov.



## **EXIM Contact Full Name**

Photo

Title Address

Phone: 000.000.0000

Email: name@exim.gov

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