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

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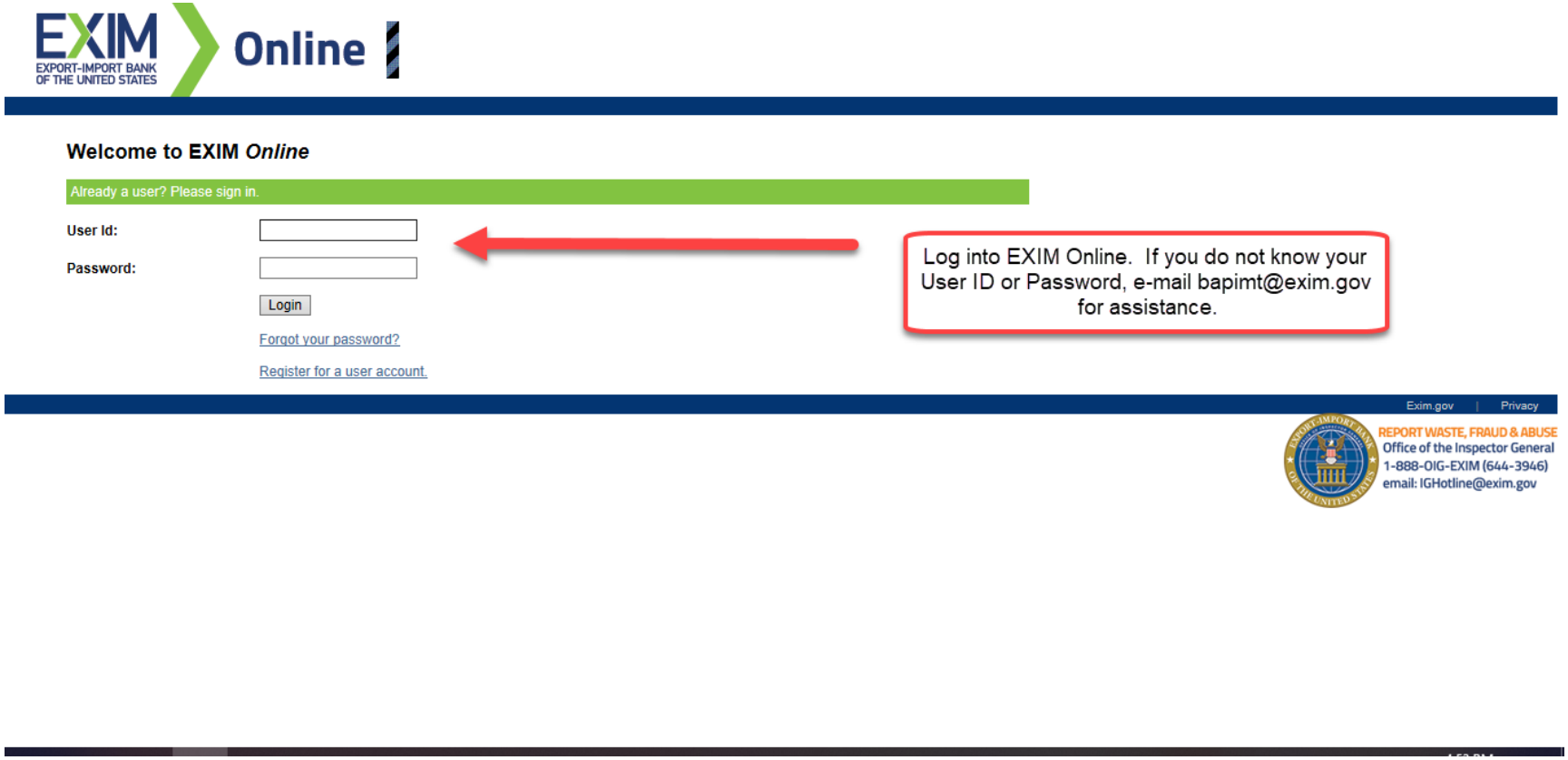
OF THE UNITED STATES

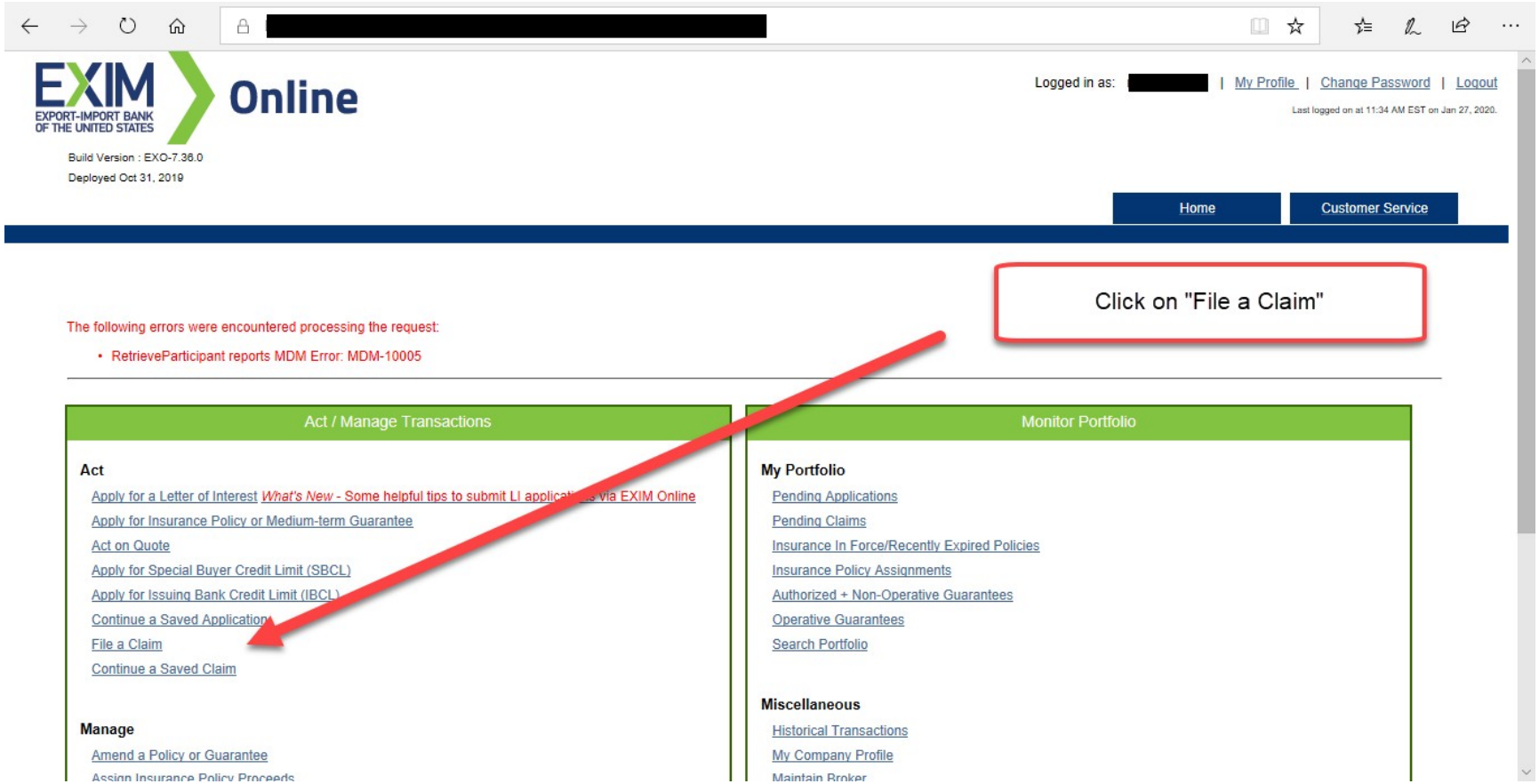
Reducing Risk. Unleashing Opportunity.



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 (Eximonline@exim.gov).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Online
Build Version : EXO-7.36.0
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Home
Customer Service
Click on "File a Claim"
The following errors were encountered processing the request:
• RetrieveParticipant reports MDM Error: MDM-10005
Act / Manage Transactions
Act
Apply for a Letter of Interest What's New - Some helpful tips to submit LI applications via EXIM Online
Apply for Insurance Policy or Medium-term Guarantee
Act on Quote
Apply for Special Buyer Credit Limit (SBCL)
Apply for Issuing Bank Credit Limit (IBCL)
Continue a Saved Application
File a Claim
Continue a Saved Claim
Manage
Amend a Policy or Guarantee
Assign Insurance Policy Proceeds
Monitor Portfolio
My Portfolio
Pending Applications
Pending Claims
Insurance In Force/Recently Expired Policies
Insurance Policy Assignments
Authorized + Non-Operative Guarantees
Operative Guarantees
Search Portfolio
Miscellaneous
Historical Transactions
My Company Profile
Maintain Broker

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Policy/Guarantee Buyer/Borrower Search

Start your Claim by either selecting from the list or searching for a specific Policy/Guarantee or a Buyer/Borrower. You can use the Buyer/Borrower field to search for Issuing Banks, if applicable for the policy. If you click **"Get Results"** without entering any search criteria, all of your policies/guarantees will populate.

Policy/Guarantee Number

Buyer/Borrower Name: ☐ Check for fuzzy matches?

Buyer/Borrower Country: -Select Country-

Enter the Policy number or Buyer's Name and click "Get Results"

Back | Get Results

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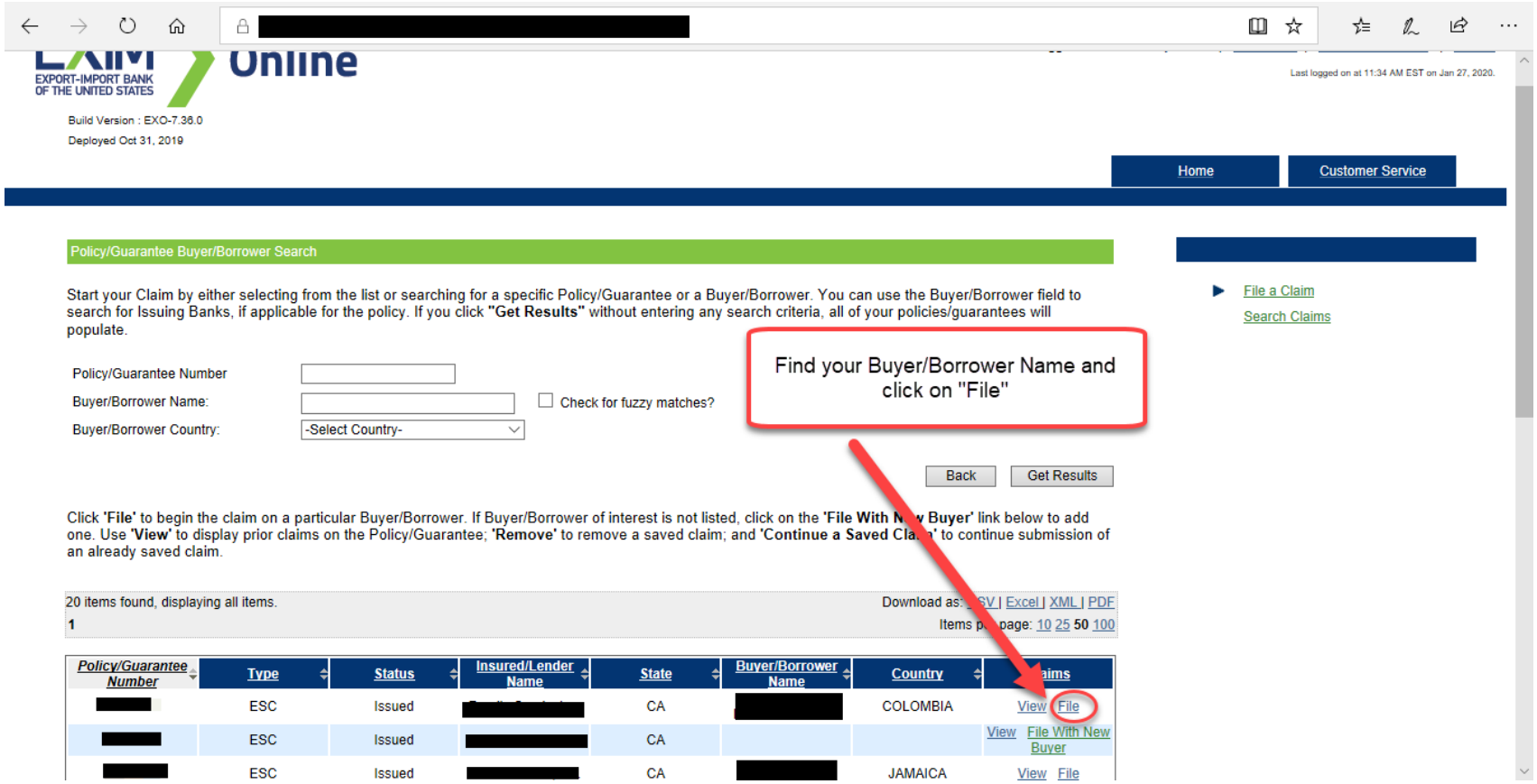
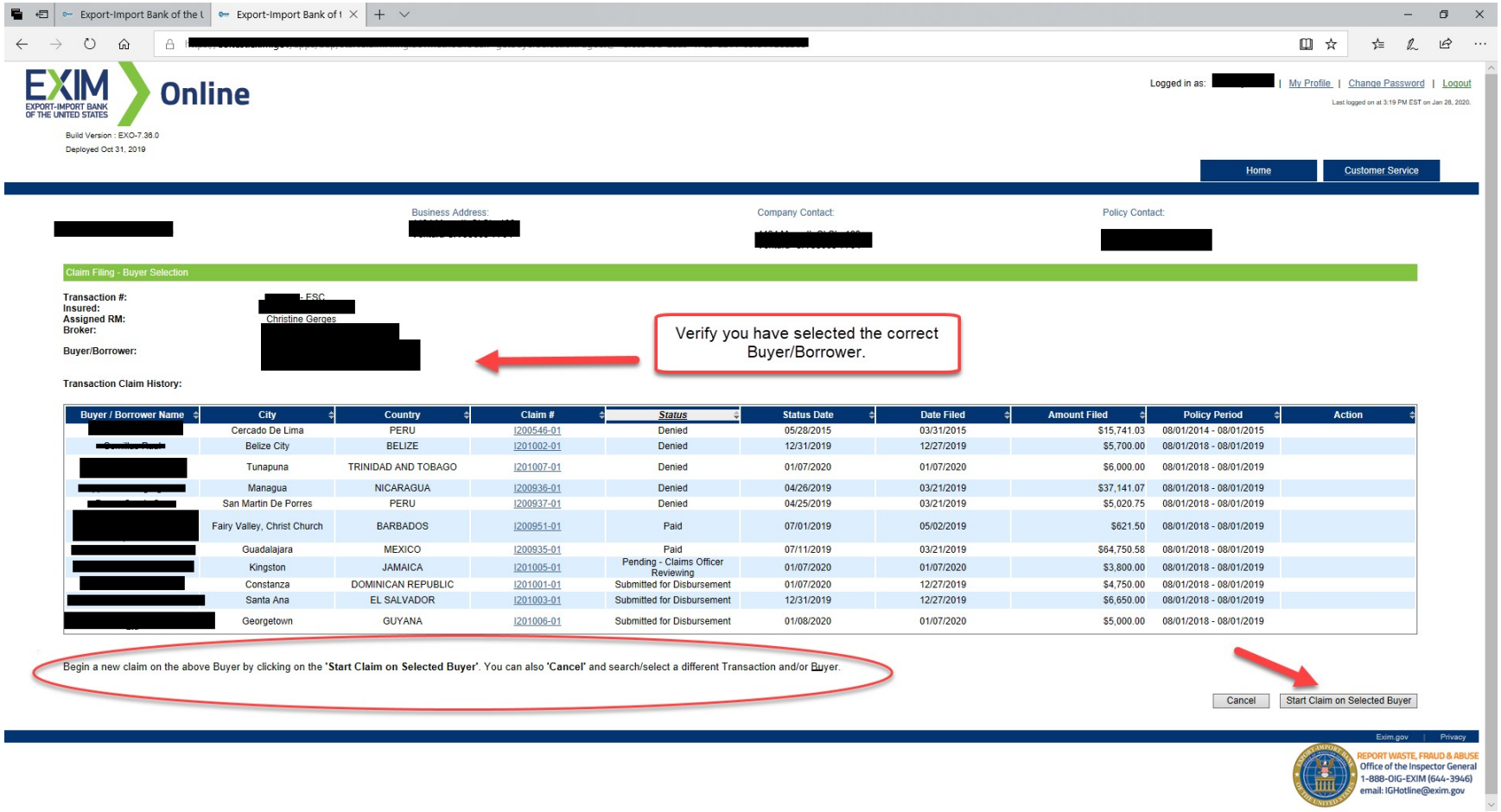


The Buyer/Borrower Name will be listed under the Policy if the shipment was reported and premium was paid.



Buyer / Borrower Name	City	Country	Claim #	Status	Status Date	Date Filed	Amount Filed	Policy Period	Action
[redacted]	Cercado De Lima	PERU	I200546-01	Denied	05/28/2015	03/31/2015	$15,741.03	08/01/2014 - 08/01/2015	
[redacted]	Belize City	BELIZE	I201002-01	Denied	12/31/2019	12/27/2019	$5,700.00	08/01/2018 - 08/01/2019	
[redacted]	Tunapuna	TRINIDAD AND TOBAGO	I201007-01	Denied	01/07/2020	01/07/2020	$6,000.00	08/01/2018 - 08/01/2019	
[redacted]	Managua	NICARAGUA	I200936-01	Denied	04/26/2019	03/21/2019	$37,141.07	08/01/2018 - 08/01/2019	
[redacted]	San Martin De Porres	PERU	I200937-01	Denied	04/25/2019	03/21/2019	$5,020.75	08/01/2018 - 08/01/2019	
[redacted]	Fairy Valley, Christ Church	BARBADOS	I200951-01	Paid	07/01/2019	05/02/2019	$621.50	08/01/2018 - 08/01/2019	
[redacted]	Guadalajara	MEXICO	I200935-01	Paid	07/11/2019	03/21/2019	$64,750.58	08/01/2018 - 08/01/2019	
[redacted]	Kingston	JAMAICA	I201005-01	Pending - Claims Officer Reviewing	01/07/2020	01/07/2020	$3,800.00	08/01/2018 - 08/01/2019	
[redacted]	Constanza	DOMINICAN REPUBLIC	I201001-01	Submitted for Disbursement	01/07/2020	12/27/2019	$4,750.00	08/01/2018 - 08/01/2019	
[redacted]	Santa Ana	EL SALVADOR	I201003-01	Submitted for Disbursement	12/31/2019	12/27/2019	$6,650.00	08/01/2018 - 08/01/2019	
[redacted]	Georgetown	GUYANA	I201006-01	Submitted for Disbursement	01/08/2020	01/07/2020	$5,000.00	08/01/2018 - 08/01/2019	

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."

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[redacted]

Buyer : [redacted]
Bogota , Cundinamarca COLOMBIA

Claim Application
Filing Instructions | Claim Summary

OMB No. 3048-0033, Expires 02/28/2016

Claim - Filing Instructions

Please complete this application to file a claim. Only the **"Participants"** section is enabled when you begin the application. The remaining sections are enabled after the Participant information is entered.

The Right Navigation Area can be used to easily move to specific sections of this application. Just point and click on the section you wish to access. You can **Submit** your claim only after each claim section is check-marked.

Note: A broker can complete the Claim application but only the insured or enhanced assignment assignee can actually submit it.

Apart from entering data, the system will also allow you to Upload documentation required to submit your application as well as Print a copy of the application for your records by clicking on the **"Claim Summary"** link at the top of the page.

Upon application submission, a claim number(s) will be provided allowing you to track the progress of the application. These instructions can be accessed anytime during the application process through the **"Filing Instructions"** link.

Back | Continue

Click Continue

Done	Application Section
	Participants
	Transaction Details
	Claim Information
	U.S. Content Requirements
	Claimed Unpaid Invoices
	Ledger Experience
	Calculation of Estimated Eligible Loss
	Documentation and Comments
	Submit

Paperwork Reduction Act:
We estimate it will take you about 1 hour per response, that includes the time it will take to read the instructions, gather the necessary facts and fill out the form. However, you are not required to provide information requested unless a valid OMB control number is displayed on the form. If you have comments or suggestions regarding the above estimate or ways to simplify this form, forward correspondence to EXIM Bank and the Office of Management and Budget, Paperwork Reduction Project, OMB No# 3048-0033 , Washington, D.C. 20503.

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[redacted]

Buyer : [redacted]

Claim Application
Filing Instructions | Claim Summary

OMB No. 3048-0033, Expires 02/28/2016

Claim - Participants - List

The following participants are associated to the policy. Please review and make changes to the information, if necessary. Existing Insured, Broker and Assignee roles cannot be changed. New entities can be associated to the application by using the **"Add Participant"** button. Only one participant in the Buyer role is allowed on a claim. If claim is on a different Buyer than the one listed below, please re-start the claim and select the applicable entity.

NOTE: Changing any contact information in this section will not affect the contact information previously recorded in the policy documents. To officially change this information, contact your Relationship Manager to amend the policy.

Update missing information

Name	Address	Contact	Roles	Action
[redacted]	[redacted]		Insured, Claimant, Exporter	Update
[redacted]	[redacted] COLOMBIA		Buyer	Update
[redacted]	[redacted]	[redacted]	Broker	

To add a Participant, click here.

Back | Add Participant | Save and Continue

Done	Application Section
▶	Participants
	Transaction Details
	Claim Information
	U.S. Content Requirements
	Claimed Unpaid Invoices
	Ledger Experience
	Calculation of Estimated Eligible Loss
	Documentation and Comments
	Submit

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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.

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[redacted]

Buyer : [redacted]
Bogota , Cundinamarca COLOMBIA

Claim Application
Filing Instructions | Claim Summary

OMB No. 3048-0033, Expires 02/28/2016

Claim - Participants - List

The following errors were encountered processing the request:

- Contact Name is a required field for BUYER
- Email or Phone is a required field for BUYER

You will a receive an error message if you are missing contact information for any participant.

Done	Application Section
▶	Participants
	Transaction Details
	Claim Information
	U.S. Content Requirements
	Claimed Unpaid Invoices
	Ledger Experience
	Calculation of Estimated Eligible Loss
	Documentation and Comments
	Submit

The following participants are associated to the policy. Please review and make changes to the information, if necessary. Existing Insured, Broker and Assignee roles cannot be changed. New entities can be associated to the application by using the **"Add Participant"** button. Only one participant in the Buyer role is allowed on a claim. If claim is on a different Buyer than the one listed below, please re-start the claim and select the applicable entity.

NOTE: Changing any contact information in this section will not affect the contact information previously recorded in the policy documents. To officially change this information, contact your Relationship Manager to amend the policy.

Name	Address	Contact	Roles	Action
[redacted]	[redacted]	[redacted]	Insured, Claimant, Exporter	Update
[redacted]	[redacted]		Buyer	Update
[redacted]	[redacted]	[redacted]	Broker	

Back | Add Participant | Save and Continue

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[redacted]

Buyer : [redacted]
Bogota , COLOMBIA

Claim Application

Filing Instructions | Claim Summary

OMB No. 3048-0033, Expires 02/28/2018

Transaction Details

Transaction #: [redacted]
Insured: [redacted]
Assigned RM: Christine Gerges
Broker: [redacted]

Assignment(s):
Nothing found to display.

Policy Parameters:

Policy Period	Payment Limit	%Cover	Deductible	Credit DCL	Ledger DCL	Premium Rate	Policy DEC
08/01/2013 - 08/01/2014	$750,000.00	95%	$0.00	$25,000.00	$50,000.00	Per Rate Schedule	
08/01/2014 - 08/01/2015	$750,000.00	95%	$0.00	$25,000.00	$50,000.00	Per Rate Schedule	
08/01/2015 - 08/01/2016	$500,000.00	95%	$0.00	$25,000.00	$50,000.00	Per Rate Schedule	
08/01/2016 - 08/01/2017	$500,000.00	95%	$0.00	$25,000.00	$50,000.00	Per Rate Schedule	
08/01/2017 - 08/01/2018	$500,000.00	95%	$0.00	$25,000.00	$50,000.00	Per Rate Schedule	
08/01/2018 - 08/01/2019	$500,000.00	95%	$0.00	$25,000.00	$50,000.00	Per Rate Schedule	
08/01/2019 - 08/01/2020	$500,000.00	95%	$5,000.00	$25,000.00	$50,000.00	Split Rate	

Buyer/Issuing Bank Limits:

Policy Period	Tracking number	Effective Date	ExpiryDate	Payment Limit	Endorsement #	Endt
08/01/2018 - 08/01/2019	691939	11/01/2018	08/01/2019	$100,000.00	11	

+ Any limits in effect are noncumulative. Only one credit limit can be in effect for buyer/issuing bank on the date of shipment .

Back | Save and Continue

Done	Application Section
✓	Participants
▶	Transaction Details
	Claim Information
	U.S. Content Requirements
	Claimed Unpaid Invoices
	Ledger Experience
	Calculation of Estimated Eligible Loss
	Documentation and Comments
	Submit

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This page reflects the Policy's history.

Please review Policy, declarations and endorsements prior to claim submittal.

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Home | Customer Service

[redacted]

Buyer : [redacted]a
Bogota , COLOMBIA

Claim Application
Filing Instructions | Claim Summary

OMB No. 3048-0033, Expires 02/28/2018

Claim Information

Note: All fields are required.

Please enter information relating to your claim.

Products:

Special conditions:
(if applicable)

☐ Security interest
☐ Other, enter details below:

Last date payment was accepted from buyer : (mm/dd/yyyy)

Did the buyer accept the delivery of the product? ○ Yes ○ No

Reason for claim:

☐ Bankruptcy ☐ Business Closed ☐ Cashflow
☐ Dispute ☐ Diversion of Funds ☐ Economy
☐ Export-Import Restrictions ☐ Non Acceptance ☐ Political Event
☐ Transfer ☐ Other

Describe reason for claim (optional):

Back | Save and Continue

Done	Application Section
✓	Participants
✓	Transaction Details
▶	Claim Information
	U.S. Content Requirements
	Claimed Unpaid Invoices
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Complete the questions and click "Save and Continue".

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[redacted]

Buyer : [redacted]

Claim Application

Filing Instructions | Claim Summary

OMB No. 3048-0033, Expires 02/28/2016

Claim - U.S. Content Requirement

For SBA Defined Small Businesses Only:

(a) Was each of the products on the claimed invoices manufactured or reconditioned with more than 50% U.S. content (comprised of all direct and indirect costs including, but not limited to, labor, materials, research and administrative costs, but excluding profit)? ○ Yes ○ No

- If the answer to (a) is "No", you are still eligible for coverage for the value of the U.S. Content (as defined above) of each product. Please attach a list with invoice number, product name and U.S. content percentage for each product that was manufactured or reconditioned with 50% or less U.S content.

(b) If you completed and submitted a Content Report with respect to each invoice at the time of shipment, you may submit a claim based on the percentage of the aggregate U.S. content (as defined above) of all products claimed on the invoice. Is the U.S. content percentage of all products on each claimed invoice, in the aggregate, more than 50% of the entire value of the invoice? ○ Yes ○ No Reset

- If the answer to (b) is "No", you are still eligible for coverage of the aggregate value of the U.S. content of each invoice. Please attach a list with invoice number, and U.S. content percentage for each invoice that has an aggregate U.S. content percentage of 50% or less.

OR

For all Other Businesses:

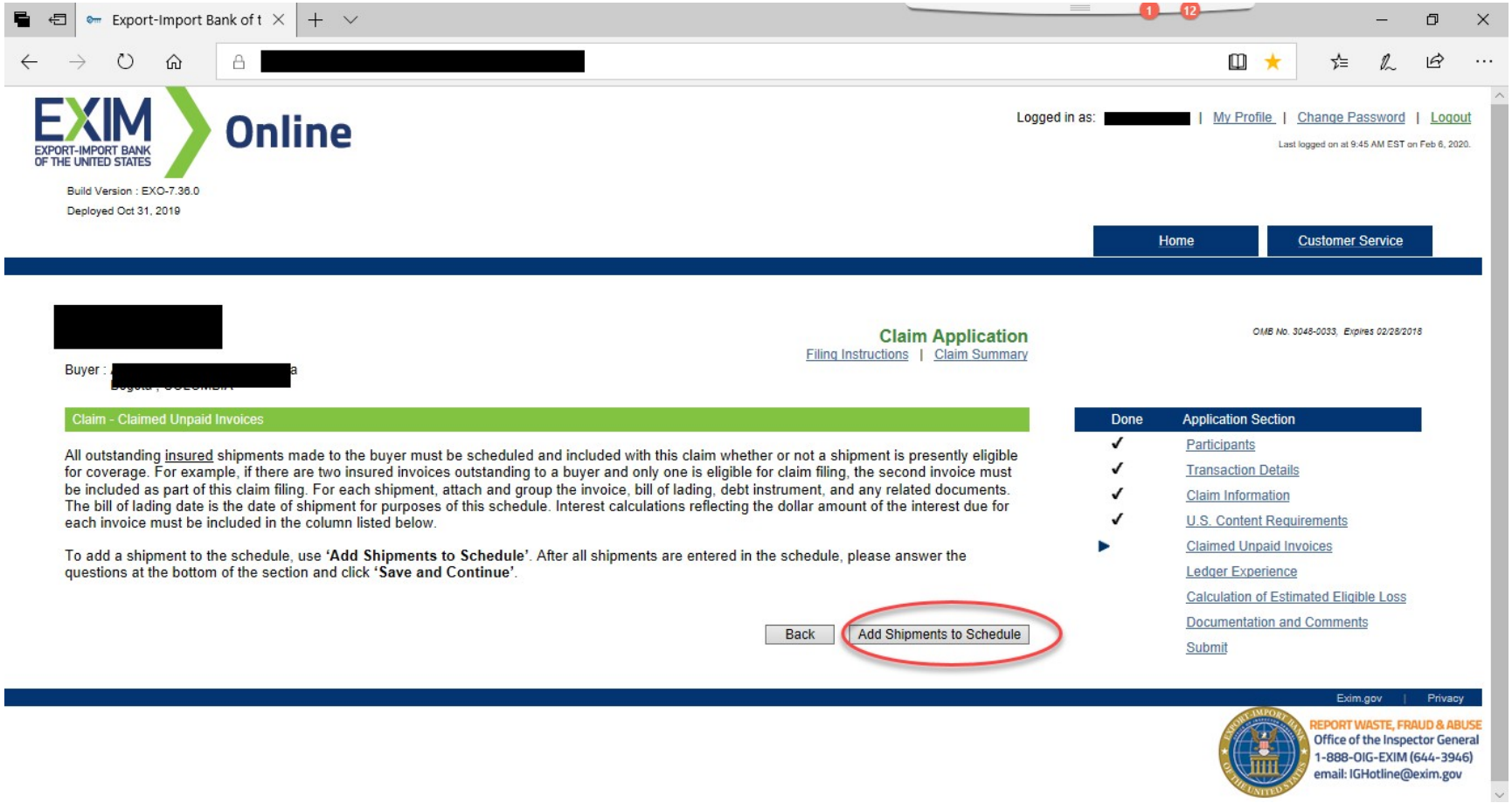
(a) Was each of the products on the claimed invoices manufactured or reconditioned with more than 50% U.S. content (comprised of labor, materials, and direct overhead, but exclusive of profit)? ○ Yes ○ No

Back | Save and Continue

Done	Application Section
✓	Participants
✓	Transaction Details
✓	Claim Information
▶	U.S. Content Requirements
	Claimed Unpaid Invoices
	Ledger Experience
	Calculation of Estimated Eligible Loss
	Documentation and Comments
	Submit

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: https://www.exim.gov/policies/content/short-term-content-policy.



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

Export-Import Bank of t

[redacted]

[redacted]

Claim Application

Filing Instructions | Claim Summary

OMB No. 3048-0033, Expires 02/28/2018

Buyer : [redacted]

Claim - Claimed Unpaid Invoices - Add

Done	Application Section
✓	Participants
✓	Transaction Details
✓	Claim Information
✓	U.S. Content Requirements
▶	Claimed Unpaid Invoices
	Ledger Experience
	Calculation of Estimated Eligible Loss
	Documentation and Comments
	Submit

Enter all outstanding shipments using the form below.

- Selecting a shipment from the 'Reported Shipments' list will auto-populate the relevant shipment information in the form. If any shipment is not available in this list, simply enter all data in the form below and save.
- Press '**Save Shipment to Schedule**' to add the shipment data to the schedule. After all shipments are entered, click '**Done**'.
- Multiple shipments can be added to the schedule without leaving the page.

Note: All fields are required.

Reported Shipments in the past 2 years for Agropecuaria Internacional Ltda :

Shipment Date	Conf. Number	Filing Month	Amount	Payment Trans Type

Invoice Number:

Shipment / Funding Date: (mm/dd/yyyy)

Due Date: (mm/dd/yyyy)

Payment Transaction Type: --Select Payment Trans Type --

Principal Partial Payment: $ 0

Other Credits, Discounts & Allowances: $ 0

Is Interest applicable? ○ Yes ○ No

Interest To Due Date: $

Interest Partial Payment: $

Invoice Amount: $

Shipment Amount:

Month Shipment Reported to EXIM: (mm/yyyy)

Length of repayment terms: days

Savings Due to Non-payment of Agent's Commissions: $ 0

Funds Received from Other Sources: $ 0

Interest from Due Date to 180 days after: $

Date Interest Paid Thru / Interest Start Date: (mm/dd/yyyy)

Input each invoice individually and click "Save Shipment to Schedule."

Cancel | Save Shipment to Schedule | Done

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

Claim - Claimed Unpaid Invoices

Note: All fields are required.

All outstanding insured shipments made to the buyer must be scheduled and included with this claim whether or not a shipment is presently eligible for coverage. For example, if there are two insured invoices outstanding to a buyer and only one is eligible for claim filing, the second invoice must be included as part of this claim filing. For each shipment, attach and group the invoice, bill of lading, debt instrument, and any related documents. The bill of lading date is the date of shipment for purposes of this schedule. Interest calculations reflecting the dollar amount of the interest due for each invoice must be included in the column listed below.

To add a shipment to the schedule, use **'Add Shipments to Schedule'**. Shipments added to the schedule can be viewed or edited or removed by clicking **'V'** or **'E'** or **'X'**, respectively. After all shipments are entered in the schedule, please answer the questions at the bottom of the section and click **'Save and Continue'**.

Claimed Unpaid Invoices:

2 items found, displaying all items.

1 Items per page: 10 25 50 100

Policy Period	Invoice #	Shipment Conf. #	Shipment Date	Invoice Amount	Due Date	Principal Pmt.	Interest Pmt.	Credits	Other Funds Recd.	Comm. Savings	Actions
08/01/2019 – 08/01/2020	1000		10/10/2019	$10,000.00	12/10/2019	$0.00		$0.00	$0.00	$0.00	V E X
08/01/2019 – 08/01/2020	2000		11/20/2019	$20,000.00	01/20/2020	$0.00		$0.00	$0.00	$0.00	V E X

Total Gross Invoice: $30,000.00

Are there any uninsured outstanding amounts with this buyer? ○ Yes ○ No

If so, how much? $

Why are these shipments uninsured?

Back | Add Shipments to Schedule | Save and Continue

Done	Application Section
✓	Participants
✓	Transaction Details
✓	Claim Information
✓	U.S. Content Requirements
▶	Claimed Unpaid Invoices
	Ledger Experience
	Calculation of Estimated Eligible Loss
	Documentation and Comments
	Submit

Verify all claimed invoices/fundings are showing in the schedule.

Add additional invoices/fundings by clicking "Add Shipment to Schedule."

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.

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[redacted]

[redacted]

Buyer : [redacted]

Claim Application

Filing Instructions | Claim Summary

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Claim - Ledger Experience

Note: All fields are required.

Do you have any ledger experience with the buyer within the last 12 months prior to the shipment date of the first claimed invoice? ○ Yes ○ No

If 'Yes', enter details of each such shipment and click **'Add'** to build a schedule. List all shipments made during the year prior to the first claimed shipment. Please be specific regarding the credit terms extended to the buyer for each shipment.

Use **'X'** to delete any shipments entered in error. After data are entered, click **'Save and Continue'**.

Optionally, if there are more than ten (10) invoices, you may attach a document to the **Documentation and Comments** section which lists ledger experience.

Invoice #	Amount	Terms	Shipment Date (mm/dd/yyyy)	Due Date (mm/dd/yyyy)	Date Paid (mm/dd/yyyy)	Amount Paid	
		--Select Term --					Add

Prior Ledger Experience:
Nothing found to display.

Max. High Credit Outstanding during 12 mos. prior to shipment of first claimed invoice: $

Was interest specified in the buyer obligation? ○ Yes ○ No

If 'Yes', (a) was ordinary interest charged to the due date? ○ Yes ○ No

(b) was late interest charged after the due date? ○ Yes ○ No

Back | Save and Continue

Done	Application Section
✓	Participants
✓	Transaction Details
✓	Claim Information
✓	U.S. Content Requirements
✓	Claimed Unpaid Invoices
▶	Ledger Experience
	Calculation of Estimated Eligible Loss
	Documentation and Comments
	Submit

Add all ledger experience with the Buyer for the 12 months prior to the first claimed invoice, if applicable. Click on "Save and Continue" when complete.

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

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[redacted]

Home | Customer Service

[redacted]

Buyer : [redacted]

Claim Application

Filing Instructions | Claim Summary

OMB No. 3048-0033, Expires 02/28/2018

Claim - Estimated Eligible Loss

Policy Period: 08/01/2019 -08/01/2020

Total Claimed Invoices (principal only):	$30,000.00
a. Total buyer payments applied to principal:	$0.00
b. Other credits, discounts and allowances:	$0.00
c. Funds received from any other source:	$0.00
d. Savings because of nonpayment of agent's commission:	$0.00
Eligible Principal Loss:	$30,000.00
Eligible Pincipal Loss@ 95 %: (EXIM bank will calculate the interest due to the insured based on the interest coverage in the definition of "loss")	$28,500.00
Interest Payable at EXIM Insured Rate:	$0.00
Interest Payable @ 95%	$0.00
Principal and Interest Payable@95%(Eligible Pincipal Loss@95% + Interest Payable@95%)	$28,500.00
Outstanding Policy Deductible:	$5,000.00

Your final amount would be reduced by any unmet deductible per policy period.

Back | Save and Continue

*Note: As of 10/01/2019, interest was included in the Net Participant Share Calculation

Done	Application Section
✓	Participants
✓	Transaction Details
✓	Claim Information
✓	U.S. Content Requirements
✓	Claimed Unpaid Invoices
✓	Ledger Experience
▶	Calculation of Estimated Eligible Loss
	Documentation and Comments
	Submit

Verify that all amounts are correct. Once done, click on “Save and Continue.”

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[redacted]

Buyer: [redacted]

Claim Application

Filing Instructions | Claim Summary

OMB No. 3048-0033, Expires 02/28/2018

Claim - Documentation and Comments

Please attach all 'Required Documentation' and any other documentation as applicable. Documentation may also be sent directly to EXIM Bank by courier immediately after you have submitted this claim, in which case you should check the 'Will Follow' box. Multiple documents of each type may be required. The system allows for multiple uploads per document type. If a document type does not apply to your claim, indicate 'Not Applicable'.

Important:

- When submitting documentation, you **must** group each claimed invoice with the appropriate purchase order and shipping document.
- you **must** download, print, sign and attached the Certifications of Insured . Your claim will not be processed until this document is received.
- You may have the option to download, complete, and attach the Release and Assignment form with your claim submission (the Release will operate upon negotiation of a claim payment). This will expedite your claim payment in the event of claim approval as a completed Release will be required prior to any claim payment.

Use **'Remove'** and **'View'** links to delete or view an uploaded document. After all documents are uploaded, click **'Save & Continue'**. Please provide all applicable documents to avoid processing delays.

Attached Documentation
Nothing found to display.

Required Documentation

Document Type	Disposition	File	Action
Certifications of Insured	○ Attached ○ Will Follow ○ Do Not Have	Browse...	Save
Invoices, Bill of Lading, Purchase Order (copies)	○ Attached ○ Will Follow ○ Do Not Have	Browse...	Save
Collection Efforts (copies)	○ Attached ○ Will Follow ○ Do Not Have	Browse...	Save
Written Demand for Payment (copies)	○ Attached ○ Will Follow ○ Do Not Have	Browse...	Save

Other Documentation

Document Type	Disposition	File	Action
Promissory Notes (copies)	○ Attached ○ Will Follow ○ Do Not Have ○ Not Applicable	Browse...	Save
Draft with Acceptance (copies)	○ Attached ○ Will Follow ○ Do Not Have ○ Not Applicable	Browse...	Save
Letter of Credit	○ Attached ○ Will Follow ○ Do Not Have ○ Not Applicable	Browse...	Save
Credit Agreement (copies)	○ Attached ○ Will Follow ○ Do Not Have ○ Not Applicable	Browse...	Save
Contract of Sale	○ Attached ○ Will Follow ○ Do Not Have ○ Not Applicable	Browse...	Save
Credit Report(s)	○ Attached ○ Will Follow ○ Do Not Have ○ Not Applicable	Browse...	Save
Special Conditions	○ Attached ○ Will Follow ○ Do Not Have ○ Not Applicable	Browse...	Save
Ledger Experience	○ Attached ○ Will Follow ○ Do Not Have ○ Not Applicable	Browse...	Save
Other Insurance	○ Attached ○ Will Follow ○ Do Not Have ○ Not Applicable	Browse...	Save
Evidence of Guarantee	○ Attached ○ Will Follow ○ Do Not Have ○ Not Applicable	Browse...	Save
Miscellaneous	○ Attached ○ Will Follow ○ Do Not Have ○ Not Applicable	Browse...	Save

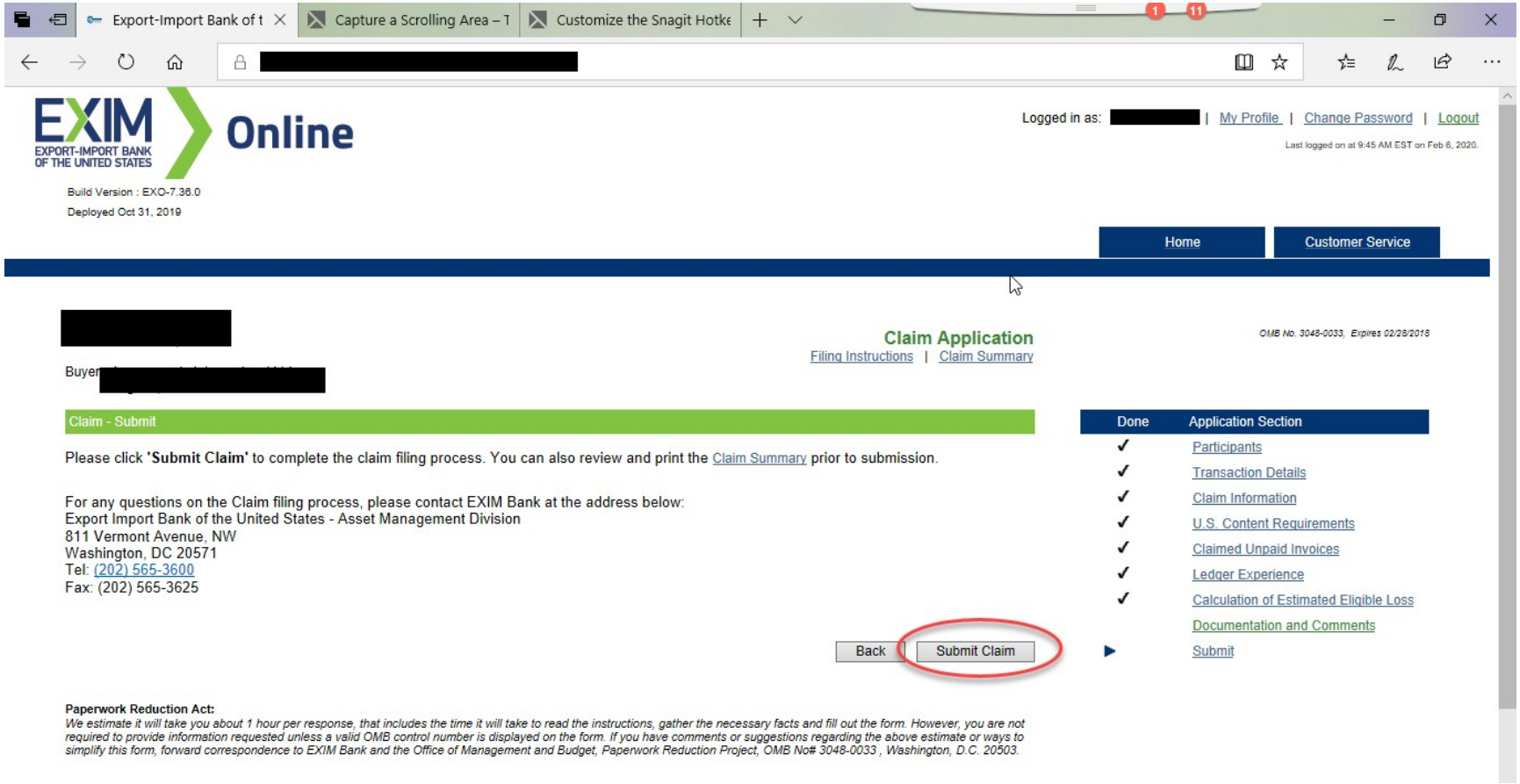
Optionally, add any comments you wish to make regarding the claim, including a summary of the events leading upto to this claim.

Characters remaining: 4000 (Maximum 4000 characters)

Back | Save and Continue

Done	Application Section
✓	Participants
✓	Transaction Details
✓	Claim Information
✓	U.S. Content Requirements
✓	Claimed Unpaid Invoices
✓	Ledger Experience
✓	Calculation of Estimated Eligible Loss
▶	Documentation and Comments
	Submit

Upload all required documents and provide comments, if any. Click on "Save and Continue" when complete.



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.