

For office use only

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Report > Collect > Claim Form

1. Your details

Lead Insured's name

Euler Hermes Policy Number

Name of Creditor (other insured) for this Debt if different to above

Your Insurer (please tick as applicable) EH United Kingdom EH Ireland

2. Buyer details

Full Company Name

Trading Style (if different)

Proprietor(s) Name(s) (if not Limited)

Address

Postcode (if applicable) Country

Telephone No Fax No

National Identifier (eg Registration No) Euler ID No

3. Debt details

Currency Exchange rate (if applicable)

Invoice date	Due date	Net amount	VAT amount	Gross amount
Total Invoiced:				
Total beyond Maximum Extension Period:				
Amount of any Work in Progress (as defined in your policy): <input type="text"/>				

4. Details for non-payment – Please complete only one section, and select one reason for non-payment of the account.

Reason	Tick 1 box only		What you do next
Buyer in Insolvency	<input type="checkbox"/>	Insolvency	You may now submit your claim. Please go to Section 6*
Dishonoured cheque or other payment	<input type="checkbox"/>	Adverse Event Collectable Event	Please go to Sections 5 and 6 Amount for collection in Section 5 must be the total invoiced.
Unable to trace buyer	<input type="checkbox"/>		
Ceased to trade	<input type="checkbox"/>		
Unacceptable payment proposal (Please give details below)	<input type="checkbox"/>		
Cash flow problems	<input type="checkbox"/>		
Other (Please give details below)	<input type="checkbox"/>		
Expiry of Maximum Extension Period – not disputed (Please give details below)	<input type="checkbox"/>	Collectable Event	Please go to Sections 5 and 6 Amount for collection in Section 5 below must be at least total beyond MEP
Post dated cheque(s) received (Please give details below)	<input type="checkbox"/>	Payment extension proposal beyond expiry of Maximum Extension Period We will write to you with our agreement or otherwise to the proposal	Please go to Section 9*
Repayment proposal (Please give details below)	<input type="checkbox"/>		
Expiry of Maximum Extension Period – disputed	<input type="checkbox"/>	Dispute	You must re-submit this form if the Dispute is resolved but the debt remains unpaid 30 days after resolution. Please go to Section 9*
Inconvertibility	<input type="checkbox"/>	Other	You may now submit your claim. Please go to Section 6*
Other Political Risk	<input type="checkbox"/>		
Further details as requested above			
<input type="text"/>			
<input type="text"/>			

*We will not take collection action

5. Collection action

Note: By completing this section and signing the declaration in Section 9 you instruct the Collection Company to contact the buyer to undertake collection action and agree to be bound by the Collection Company's Terms and Conditions of Business* and scale of charges* currently in force for their debt recovery services. The Collection Company means either Euler Hermes Services UK Ltd trading under the name Euler Hermes Collections UK ("EHC") or Euler Hermes Services Ireland Ltd trading under the name Euler Hermes Collections Ireland ("EHCI") as is applicable to you.

Amount for collection: **Currency:**

COSTS & INTEREST Please state which of the following you would like us to add to the account

Interest: None Statutory As per your Terms of Business of sale Annual rate: p.a.

Collection costs: None Statutory * Our fees * As per your Terms of Business of sale:

*Please note that we can only pursue for recovery if you have a contractual right to recover costs from your customer.

ADDITIONAL BUYER INFORMATION

Alternative address	<input type="text"/>		
	<input type="text"/>		
Tel No	<input type="text"/>	Mobile Tel	<input type="text"/>
Contact Name	<input type="text"/>	Fax No	<input type="text"/>
Email address	<input type="text"/>	Your Account Ref	<input type="text"/>

AUTHORISATION FOR THE COLLECTION COMPANY'S LEGAL, TRACING OR ENQUIRY SERVICE

In the event that you require our legal, trace or enquiry service (each chargeable at the rate and prices applicable at the date the services are provided), ticking one or both boxes below will accelerate the process.

Authorise buyer tracing (for UK or Irish buyers) or enquiry (for UK buyers only)

Authorise legal action (for UK or Irish buyers)

Important: Please refer to the 'Note to Authorisation for the Collection Company's Legal, Tracing or Enquiry Service' on page 5

6. Making a claim under your policy

Note: By completing this section and signing the declaration in Section 9 you instruct Euler Hermes UK and/or Euler Hermes Ireland to treat this form as your claim form.

Please provide your contact details for this claim

Name: Position:

Preferred method of contact: Email Post Fax

Please give us your email address/postal address/fax number as indicated:

7. Contractual Terms of Payment

Please state your contractually agreed terms of payment

Number of Days: From Date of Invoice Delivery

OR

Number of days from the end of month: From Date of Invoice Delivery

Other (Please State)

8. Details of your claim

A. TRADING WITH THE BUYER

Method of Trading (select one of the following)

Open Credit Consignment Stock Letters of Credit
 Bills of Exchange Other – please give details

Are any of the unpaid invoices subject to a dispute? Yes No

If yes, please provide full details in Section 10, and confirm which invoices are disputed.

B. ACTION TAKEN TO RECOVER THE DEBT

If the Collection Company is not/was not instructed to recover this debt, please provide details of all collection action taken, including the third party used, the date when legal action commenced and copy correspondence.

We will acknowledge your collection (if you have completed Section 5) and/or claim instruction (if you have completed Section 6) within 5 working days.

PLEASE RETURN THIS FORM TO EULER HERMES COLLECTIONS UK (applicable for both EHUK and EHI Clients):

By Email

infocoordination@eulerhermes.com

By Post

Euler Hermes Collections UK
1 Canada Square
LONDON
E14 5DX

By Fax

From the UK: 020 7718 7260
From the Rol: 01 200 0451

Privacy Notice

Personal data provided by you, including personal data relating to the partners, directors, shareholders and employees of your business or your customers ("relevant data") may be processed by Euler Hermes UK and other companies and branches within the Euler Hermes Group, including Euler Hermes Ireland and Euler Hermes Collections ("data controller") for the purpose of carrying out their insurance, risk assessment, debt collection and other associated activities ("relevant activities"). Relevant data will be held securely and in confidence. The data controller may disclose relevant data to responsible third parties such as credit reference agencies and third party agents, which may also process the data for the purpose of carrying out relevant activities. Relevant data may be processed both within and outside the European Economic Area, and the data controller may share relevant data with fraud prevention agencies, regulatory bodies and other law enforcement agencies (including the police), for the prevention and detection of fraud and money laundering.

By supplying personal data relating to your customers, you confirm that you have obtained the consent of all relevant individuals to provide their personal data to the data controller and to permit the processing of such data as set out in this notice.

Further information on the identity of the data controller and how relevant data may be processed by the Euler Hermes Group can be found in Appendix 1 (Data Protection Information Notice) of the Data Protection Guide contained in your Policy documentation.

Note to Authorisation for the Collection Company's Legal, Tracing or Enquiry Service

Where the legal, trace or enquiry service is provided, you agree to be bound by the Collection Company's Terms of Business and at the price prevailing at the date each or all of these services are provided. For details of our pricing, please see the relevant Schedule of Fees or call the Collection Company's Customer Services from the UK: **020 7860 2756** or from Rol: **01 200 0456**.

Authorise buyer tracing or enquiry for UK or Irish buyers (where applicable) (please give us all addresses or other contact details you have for the Buyer)

By ticking this box you have authorised the Collection Company to instruct tracing or enquiry agents to attempt to locate the buyer should the Collection Company be unable to confirm that they are trading at the address(es) given above. You declare that you understand that the Collection Company will use all reasonable means to locate the buyer before instructing agents. You declare that you understand that you may be charged for a successful trace report, and/or enquiry report, in line with the Collection Company's current Schedule of Fees*.

Authorise legal action for UK or Irish buyers

By ticking this box, you have instructed the Collection Company to arrange legal action to recover the Debt and given express approval to the Collection Company and its legal advisers to sign the statement of truth as claimant to any legal proceedings issued on your business' behalf.

*The Collection Company's Terms and Conditions of Business and Schedule of Fees can be obtained by contacting EHC Customer Services – from the UK: **020 7860 2756**, or from the Rol: **01 200 0456**.

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www.eulerhermes.co.uk

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Blackrock, Co. Dublin

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www.eulerhermes.ie

Euler Hermes UK and Euler Hermes Ireland are branches of Euler Hermes Europe S.A (N.V.), a limited company registered in Belgium with no. BE 0403.248.596, whose registered office address is Avenue des Arts 56, B1000 Brussels, Belgium.

Euler Hermes UK is registered as a branch in England and Wales with no. BR015404, and registered branch address 1 Canada Square, London E14 5DX.

Euler Hermes Ireland is registered as a branch in Ireland with no. 906694, and registered branch address Block 4, Blackrock Business Park, Carysfort Avenue, Blackrock, Co. Dublin.

Euler Hermes Europe S.A. (N.V.), trading as Euler Hermes UK, is authorised by the National Bank of Belgium and the Belgian Financial Services and Markets Authority and is subject to limited regulation by the Financial Services Authority. Details about the extent of our regulation by the Financial Services Authority are available from us on request.

Euler Hermes Europe S.A. (N.V.), trading as Euler Hermes Ireland, is authorised by the National Bank of Belgium and the Belgian Financial Services and Markets Authority in Belgium and is regulated by the Central Bank of Ireland for conduct of business rules.