

HOW TO MAKE A CLAIM IN THE EVENT OF AN INSOLVENCY

If your customer becomes Insolvent, then you can make a claim to retrieve money lost. Here we explain how to make a claim, when you should do it, and what to expect once your claim is filed.

1 WHEN TO SUBMIT A CLAIM

You must make an insurance claim on your policy within six months of the date of your customer's Insolvency.

Organising your claim quickly will reduce any avoidable delays to its resolution, reducing the chance that your cashflow is interrupted.

2 HOW TO CLAIM

For a complete step-by-step guide to claims, click here to read our guide: [How to submit a claim.](#)

ACTION:

Send us the relevant information listed below when you make a claim:

- Copies of unpaid invoices
- Statement of accounts for the customer
- Copy of the terms and conditions of sale
- Copy of Purchase Orders
- Your previous trading experience with the customer
- Insolvency Notice
- Proof of Debt sent to the Insolvency Practitioner
- Confirmation of Debt from the Insolvency Practitioner

From time to time, we may ask you for additional information.

3 PROCESSING YOUR CLAIM

When you are submitting a claim, ensure your form is complete and signed by an authorised signatory for your company and include all additional documents.

Once we receive your claim, it will be reviewed and you can expect the following timescales provided you have submitted a complete claim form:



IMPORTANT: If we ask for more information, please send it as soon as possible so we can progress your claim quickly.

- Within two working days, we'll send an acknowledgement and claim reference number.
- Within five working days, you'll receive a dedicated team member name and contact details. We'll also send you details of our initial assessment.

4 CLAIM PAYMENT

Let's have a quick overview of our process:

1. We receive your completed claim
2. We analyse it and make sure it has all the necessary details
3. We calculate the claim payment, taking into account the following factors:
 - The amount overdue
 - The credit limit
 - The excess
 - The insured percentage
4. We pay your claim

Your Policy is subject to an Excess which is set out in your Schedule. In order to be eligible for a claim, the amount of your bad debt will need to exceed the amount of this Excess.

We will pay your claim for any undisputed debt within 30 days of receiving the completed claim form and the additional documents or information we have requested.

Any questions?



CUSTOMER LINE

UK 0844 893 0000

IRELAND 01 525 5555

customerline@eulerhermes.com