



**WHO TO CONTACT:**

**FOR POLICY TYPES ENB / ENV / ESC / EXP / ESR CONTACT:**

Trade Credit Insurance Division  
811 Vermont Ave. N.W.  
Washington, DC, 20571  
TEL (202 ) 565-3644  
FAX (202 ) 565-3962

**FOR POLICY TYPES ELC / FIBC / ESS CONTACT:**

Trade Finance Division  
811 Vermont Ave. N.W.  
Washington, DC, 20571  
TEL (202 ) 565-3400  
FAX (202 ) 565-3684

USE SEPARATE REPORT-FORMS WHEN REPORTING OVERDUE ACCOUNTS UNDER DIFFERENT POLICIES OR DIFFERENT POLICY NUMBERS.

**NOTE 1.** Check your policy to determine when you should begin to report an account as overdue. Generally, policies require that an overdue report be filed only under the following circumstances: (a) each time your policy is due to be renewed, in which case all overdues in excess of **90** days (irrespective of the amount of the overdue) must be reported; or (b) each month until the overdue is paid or until a claim is filed for buyers more than **90** days past due on obligations (insured and uninsured) totaling more than \$25,000. Bank policyholders are generally required to report all overdues of **30** days or more (under Bank Letter of Credit policies)

**NOTE 2.** THE FOLLOWING ARE COLLECTION AND CLAIM FILING PROCEDURES TO BE FOLLOWED BY YOU IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE POLICY (UNLESS ALTERNATE ACTION IS APPROVED IN WRITING BY THE INSURER):

- a) You should make every effort to collect from the obligor. If you have not yet received a reply from the obligor as to the reasons for non-payment, you should write to the agent or sales representative, requesting assistance. (Copies of such correspondence must accompany the Proof of Loss Form if a claim is filed.)
- b) If the obligor has not accepted the goods (under a non-letter of credit transaction):  
You should not release the merchandise to the buyer on payment terms other than those originally agreed upon. You should consider the possibility of reselling the merchandise on the local market or of arranging for the immediate return of the merchandise to the United States, and consult with the insurer before taking any such action.
- c) Generally, you should make written demand for payment on the obligor and guarantor prior to claim submission. Rescheduling of maturity dates must not be granted by you unless specifically authorized by the insurer in writing or as specified in the policy for short-term sales.
- d) In order to file a claim, you must submit a properly completed Proof of Loss Form. All pertinent questions on that form must be answered and documentation requested therein must be submitted.
- e) **REFER TO YOUR POLICY FOR INSTRUCTIONS ON WHEN A CLAIM SHOULD BE FILED.**

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