



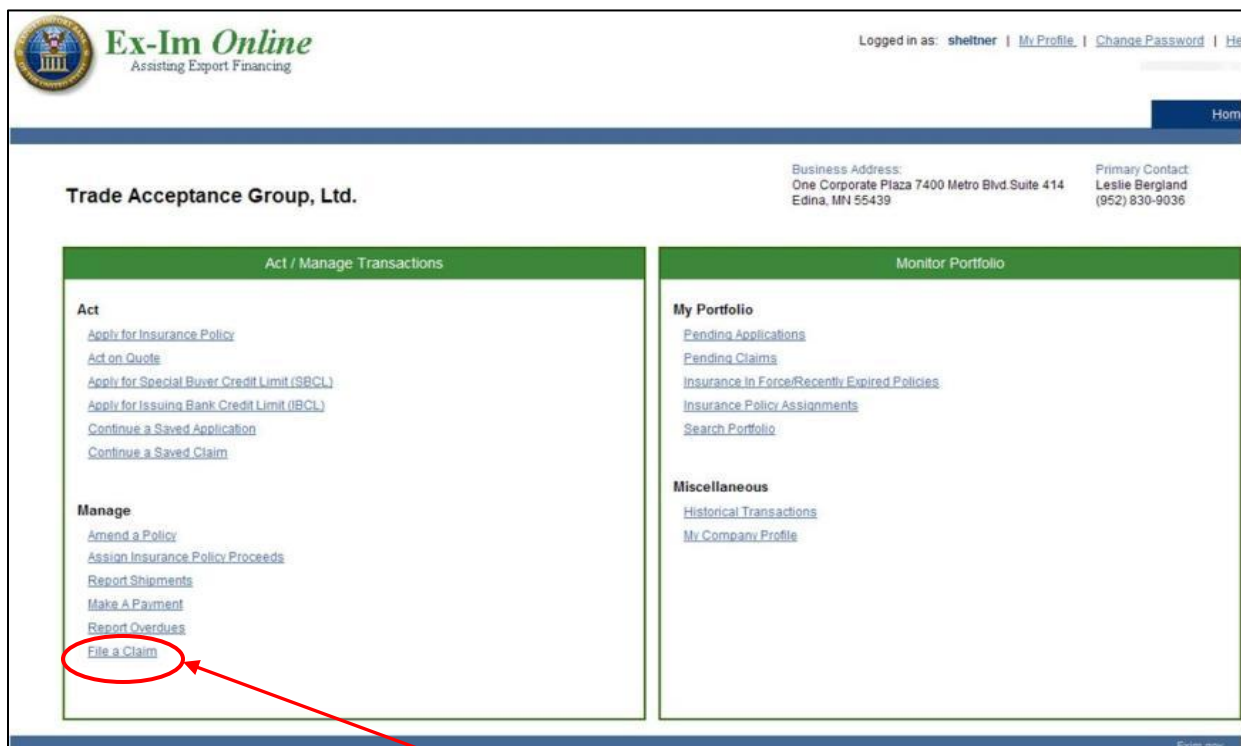
How To File a Claim in Ex-Im Online

In order for your claim to be accepted for processing, you must file your claim on time with all required supporting documentation. Ex-Im Bank must **receive** your proof of loss (i.e., your claim form) no later than 240 days from the date of non-payment (See Article 8, Proof and Payment of Claims in your policy text). Once submitted, Ex-Im's claims officer will review your transaction documents against your specific policy requirements to determine the "Eligible Loss" amount. Each policy text includes language on what constitutes a valid claim and your responsibilities as the insured:

- The claim must be related to a **valid shipment** — your shipment is an *insured transaction* only if it meets all of the conditions set forth in Article 3 of the policy text on the date of shipment.
- The related shipment must have been reported in Ex-Im Online (EOL) and the premium paid on time.
- The claim must be made within the claim filing window which opens at 90 days past due and closes at 240 days past due (*with NO Exceptions!*).
- The claim must be properly documented and supported.

Follow these steps to File a Claim Online:

1. Log in to Ex-Im Online at <https://eximonline.exim.gov> and view first screen (your "Landing Page").



2. You can access Claim Filing under **"File a Claim"**



3. Select from the pre-populated list OR search for the Policy/Buyer for which you are filing the claim. After selecting the buyer, the System will display any prior history of claim activity for the policy and prompt you to start the claim on the selected buyer or cancel out of the process to return to the prior screen. If a claim has been started but not yet submitted, you can select to “continue” the saved claim from the search results.

Ex-Im Online Home | EXIM.gov | Contact Us

Logged in as: srl_broker | [My Profile](#) | [Change Password](#) | [Help](#) | [Logout](#)

Last logged on at 12:33 PM EST on Dec 4, 2012.

Ex-Im Online

Assisting Export Financing
SQT Edition

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:

Insured/Lender Name / State: /

Buyer/Borrower Name: ☐ Check for fuzzy matches?

Buyer/Borrower Country:

Click “File” to begin the claim on a particular Buyer/Borrower. If Buyer/Borrower of interest is not listed, click on the “File With New Buyer” link below to add one. Use “View” to display prior claims on the Policy/Guarantee; “Remove” to remove a saved claim; and “Continue a Saved Claim” to continue submission of an already saved claim.

7 items found, displaying all items. Items per page: [10](#) [25](#) [50](#) [100](#)

Policy/Guarantee Number	Type	Status	Insured/Lender Name	State	Buyer/Borrower Name	Country	Claims
450334	ESC	Issued	"Release 32 test"		"Release 32 test"	ZAMBIA	View File
450334	ESC	Issued	"Release 32 test"		Bahamas buyer	BAHAMAS	View File
450334	ESC	Issued	"Release 32 test"		Bahrain Maritime & Mercantile International BSC C	BAHRAIN	View Remove Continue Saved Claim
450334	ESC	Issued	"Release 32 test"		Canada Buyer Inc	CANADA	View File
450334	ESC	Issued	"Release 32 test"		German Buyers Corp	GERMANY	View File
450334	ESC	Issued	"Release 32 test"		New Participant	BURMA	View File
450334	ESC	Issued	"Release 32 test"				View File With New Buyer

Your options here include:

1. View
2. Edit
3. Remove
4. Continue Saved Claim
5. File With New Buyer



4. Once you have selected the buyer, the System requires you to review/confirm participant data before allowing the subsequent links to become active. Any changes made to participant information in the claim application will NOT be reflected in the policy documentation without an amendment. Once participant information is complete, you will have the ability to navigate through the application sections using the list on the right of the screen.

Ex-Im Online Home | EXIM.gov | Contact Us

Logged in as: sri_broker | [My Profile](#) | [Change Password](#) | [Help](#) | [Logout](#)

Last logged on at 11:00 PM EST on Dec 4, 2012.

Ex-Im Online
Assisting Export Financing
SQT Edition

450334 - ESC
"Release 32 test"

Buyer: German Buyers Corp
Germany1, GERMANY

Claim Application
[Filing Instructions](#) | [Claim Summary](#)

OMB No. 3048-0033
Expires 05/31/2014

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.

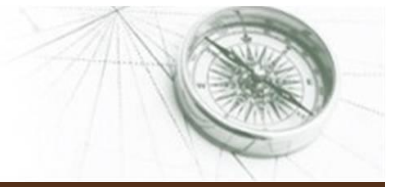
[Back](#) [Continue](#)

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 Ex-Im Bank and the Office of Management and Budget, Paperwork Reduction Project, OMB No# 3048-0033, Washington, D.C. 20503.

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](#)

9. First, you will see the **"Transaction Details"** screen. This screen provides a display of detailed policy information for your reference. Click **"Save and Continue"** at the bottom of the page.



10. Next you will enter the information requested in the **"Claim Information"** section. Fill in all of the specific details related to the claim activity. Note that Brokers can complete the claim application but only the Insured or the Enhanced Assignee can submit it. Then click **"Save and Continue."**

Ex-Im Online Home | EXIM.gov | Contact Us

Logged in as: **release32_sq** | [My Profile](#) | [Change Password](#) | [Help](#) | [Logout](#)

Last logged on at 2:09 PM EDT on Oct 24, 2012.

Ex-Im Online
Assisting Export Financing
SQT Edition

Ex-Im Online Home

450334 - ESC
"Release 32 test"

Buyer: German Buyers Corp.
Germany1, GERMANY

Claim Application
[Filing Instructions](#) | [Claim Summary](#)

OMB No. 3049-0033
Expires 05/31/2014

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

Claim Information

Note: All fields are required.
Please enter information relating to your claim.

Date(s) shipped/funded:

Original credit terms:

First default date: (mm/dd/yyyy) **Invoice due date**

Claim filing deadline: (not including any approved claim extensions) **240 days from Invoice due date**

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

Type of foreign buyer: (Select Buyer Type)

Please describe if "Other":

Type of buyers business: (Select Buyer Business Type)

Reason for claim:

☐ Bankruptcy ☐ Business Closed ☐ Cashflow

☐ Dispute ☐ Diversion of Funds ☐ Economy

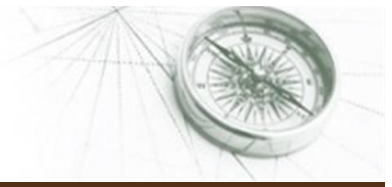
☐ Export-Import Restrictions ☐ Non Acceptance ☐ Political Event

☐ Transfer ☐ Other

Describe reason for claim (optional):

[Back](#) [Save and Continue](#)

FORGOTTEN THROUGH EXPORTS



11. Answer the questions in the U.S. Content Requirements section, and click **"Save and Continue."**
12. You will enter all related invoice/shipment data that supports the claim in the **"Claimed Unpaid Invoices"** section. The first step is clicking **"Add Shipments to Schedule."** Your accepted, paid shipment activity for the last two years will pre-populate here. Select the shipment related to your claim, fill in the requested information, and click **"Save Shipment to Schedule"**. To add another entry, select **"Add Shipments to Schedule"** and repeat the process. Always **"Save and Continue."**

450334 - ESC
"Release 32 test"

Buyer : German Buyers Corp
Germany1 , GERMANY

Claim Application
[Filing Instructions](#) | [Claim Summary](#)

Claim - Claimed Unpaid Invoices

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'**. After all shipments are entered in the schedule, please answer the questions at the bottom of the section and click **'Save and Continue'**.

[Back](#) [Add Shipments to Schedule](#)

When you are finished adding shipments to be included in the claim, review the **"Schedule of Shipments"** and the Total Gross Invoice amount listed. NOTE: For each shipment listed, you will be required to provide supporting documentation such as the invoice, bill of lading, etc. Fill in the information about any further uninsured outstanding amounts due from this buyer and click **"Save and Continue."**

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:
3 items found, displaying all items.

1

Schedule of Shipments

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
05/01/2012 - 05/01/2013	101	582631	05/15/2012	\$10,000.00	06/15/2012	\$0.00		\$0.00	\$0.00	\$0.00	V E X
05/01/2012 - 05/01/2013	102	582631	05/17/2012	\$5,000.00	06/17/2012	\$0.00		\$0.00	\$0.00	\$0.00	V E X
05/01/2012 - 05/01/2013	103	582631	05/30/2012	\$2,000.00	06/30/2012	\$0.00		\$0.00	\$0.00	\$0.00	V E X

Total Gross Invoice: \$17,000.00

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](#)
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[Submit](#)

Your options here include:

1. View
2. Edit
3. Remove



13. Next, enter the information on your Ledger Experience with the buyer. If you had no Prior open account experience with this buyer, click “No” and move to the next section. If “yes,” Ex-Im Bank will want to see the amount of credit extended on open account terms for all shipments made to this buyer in the year prior to the first shipment related to the claim. So, if your claim is related to a shipment made in September 2013, you will enter each shipment that you had to this buyer on terms from September 2012 to September 2013. Build this schedule as appropriate, click **“Save and Continue.”**

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Last logged on at 3:27 PM EST on Dec 5, 2012.

Ex-Im Online
Assisting Export Financing
SQT Edition

450334 - ESC
"Release 32 test"

Buyer: German Buyers Corp
Germany1, GERMANY

Claim Application
[Filing Instructions](#) | [Claim Summary](#)

ONE No. 304S-0033
Expires 09/30/2014

Claim - Ledger Experience

Note: All fields are required.

Do you have any ledger experience with the buyer within the last 12 months? ☒ 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?
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](#)

Build schedule by adding invoices



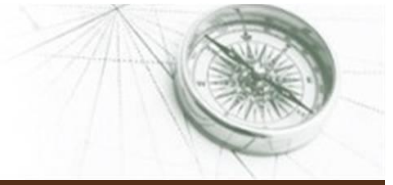
14. You will be directed to the view-only “Calculation of Eligible Loss.” This takes into account the information that you provided in the “Claim Unpaid Invoices” section to calculate an estimated eligible loss amount — what you might expect to be paid on your claim if successfully awarded. **THIS IS AN INDICATION ONLY**, and may not be the final amount paid. Click “**Save and Continue**” to access the next section where you will attach supporting documentation.

The screenshot shows the Ex-Im Online web application interface. At the top, there's a navigation bar with links like 'Ex-Im Online Home', 'EXIM.gov', and 'Contact Us'. The user is logged in as 'sri_broker'. The main header includes the 'Ex-Im Online' logo and the text 'Assisting Export Financing SQT Edition'. The page title is 'Claim Application', with links for 'Filing Instructions' and 'Claim Summary'. The OMB No. 3048-0033 and expiration date 05/31/2014 are also displayed.

The main content area is titled '450334 - ESC "Release 32 test"'. It shows the buyer as 'German Buyers Corp, Germany1, GERMANY'. The 'Claim - Estimated Eligible Loss' section is highlighted. It displays the 'Policy Period: 05/01/2012 - 05/01/2013'. The calculation shows a 'Total invoice amount of all insured shipments (principal only)' of \$17,000.00, minus various deductions (a, b, c, d) totaling \$0.00, resulting in a 'Net Loss' of \$17,000.00. The 'Estimated Eligible Loss' is calculated as 95% of the net loss, resulting in \$16,150.00. The 'Policy Deductible' is \$0.00. A note states: 'Your final amount would be reduced by any unmet deductible per policy period.' At the bottom, there are 'Back' and 'Save and Continue' buttons.

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

15. **IMPORTANT:** The last section “Documentation and Comments” provides a listing of documentation which may be required to complete review of the claim. Review the “Required Documentation” and indicate whether the file is attached or will follow. NOTE that the “Certifications” form MUST BE ATTACHED or you will not be able to continue. Do the same for the “Optional Documentation.” When you are finished, Ex-Im Online will display a listing of all attached documentation and allow you to view or remove each one. You will also have the opportunity to enter “Comments” at the bottom of this section; which may provide additional support for your claim.



Ex-Im Online Home | Ex-Im.gov | Contact Us

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Last logged on at 11:50 PM EST on Dec 4, 2012

Ex-Im Online Home

450334 - ESC "Release 32 test"

Buyer: German Buyers Corp
Germany1, GERMANY

Claim Application
[Filing Instructions](#) | [Claim Summary](#)

CRM No: 3049-0020
Expires 05/31/2014

Claims - Documentation and Comments

Please attach all 'Required Documentation' and any other documentation as applicable. Documentation may also be sent directly to Ex-Im 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 attach 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

Document Type	Disposition	File	Action
Invoices (copies)	Attached	sample invoice doc.docx	View Remove
Collection Efforts (copies)	Attached	sample collection effort doc.docx	View Remove
Bill of Lading (copies)	Attached	sample bill of lading doc.docx	View Remove
Purchase Orders (copies)	Attached	sample purchase order doc.docx	View Remove
Certifications of Insured	Will Follow		Remove
Written Demand for Payment (copies)	Will Follow		Remove

Required Documentation

Document Type	Disposition	File	Action
Purchase Orders (copies)	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have		Save
Certifications of Insured	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have		Save
Invoices (copies)	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have		Save
Bill of Lading (copies)	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have		Save
Collection Efforts (copies)	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have		Save
Written Demand for Payment (copies)	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have		Save

Other Documentation

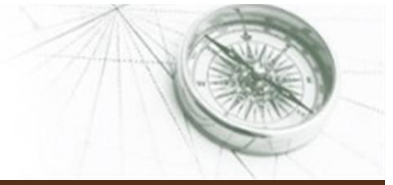
Document Type	Disposition	File	Action
Promissory Notes (copies)	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have <input type="checkbox"/> Not Applicable		Save
Draft with Acceptance (copies)	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have <input type="checkbox"/> Not Applicable		Save
Letter of Credit	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have <input type="checkbox"/> Not Applicable		Save
Credit Agreement (copies)	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have <input type="checkbox"/> Not Applicable		Save
Contract of Sale	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have <input type="checkbox"/> Not Applicable		Save
Credit Report(s)	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have <input type="checkbox"/> Not Applicable		Save
Special Conditions	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have <input type="checkbox"/> Not Applicable		Save
Ledger Experience	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have <input type="checkbox"/> Not Applicable		Save
Other Insurance	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have <input type="checkbox"/> Not Applicable		Save
Evidence of Guarantee	<input type="checkbox"/> Attached <input type="checkbox"/> Will Follow <input type="checkbox"/> Do Not Have <input type="checkbox"/> Not Applicable		Save

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

Characters remaining: 4300 (Maximum 4300 characters)

[Back](#) [Save and Continue](#)

Certification form **MUST** be attached to continue.



16. The **"Submit"** screen allows you to enter ACH payment and/or wiring information for the claim payment. This information is not required at the time of submission and/or can be updated by Ex-Im staff after submission if necessary. **Make sure to click "Submit" or your claim application will not be completed.** Note that Brokers can complete the claim application but only the Insured or the Enhanced Assignee can submit it.

Ex-Im Online
Assisting Export Financing
SQT Edition

Last logged on at 11:00 PM EST on Dec

450334 - ESC
"Release 32 test"

Buyer: German Buyers Corp
Germany1, GERMANY

Claim Application
[Filing Instructions](#) | [Claim Summary](#)

OMB No. 3049-0033
Expires 05/31/2014

Claim - Submit

Please click 'Submit Claim' to complete the claim filing process. You can also review and print the [Claim Summary](#) prior to submission.

Wire and ACH Instructions

Routing Bank Name:

Recipient Bank Name:

ABA#:

Account Name:

Account #:

Tax Id #:

Memo:

Buyer/Borrower: German Buyers Corp
Germany1, GERMANY

For any questions on the Claim filing process, please contact Ex-Im Bank at the address below:
Export Import Bank of the United States - Asset Management Division
811 Vermont Avenue, NW
Washington, DC 20571
Tel: (202) 565-3600
Fax: (202) 565-3625
Please note that only the Insured or enhanced Assignee is eligible to submit a claim. Click **Save and Exit** to complete the Broker claim filing process.

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](#)

[Back](#) [Save and Exit](#)



17. Once the claim is submitted, the System will generate a claim # for your reference. You can then check the status of your claim via the **“Pending Claims”** section on your Landing Page. If you Saved & Exited your claim, you can find the saved claim under **“Continue a Saved Claim”** – from there, you can view, update, complete, save again and/or submit.

The screenshot displays the Ex-Im Online portal interface. At the top, the logo for Ex-Im Online is visible, along with the text "Assisting Export Financing". The user is logged in as "sheltner". The main content area is divided into two columns. The left column, titled "Act / Manage Transactions", contains a list of links under the "Act" and "Manage" sections. The link "Continue a Saved Claim" is circled in red. The right column, titled "Monitor Portfolio", contains a list of links under the "My Portfolio" and "Miscellaneous" sections. The link "Pending Claims" is also circled in red. The bottom of the page shows the URL "Exim.gov".