

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").

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<u>File a Claim</u>	Report Overdues	
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2. You can access Claim Filing under <u>"File a Claim"</u>





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.

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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 <u>review/confirm participant data</u> 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.

x-Im Online Home EXIM gov Contact Us	
Ex-Im Online Assisting Export Financing	i_broker <u>My Profile Change Password Help Logout</u> Last logged on at 11:00 PM EST on Dec 4, 2012.
	Ex-Im Online Home
450334 - ESC "Release 32 test" Buyer: German Buyers Corp Germany1, GERMANY Claim Summary	OMB No. 3048-0033 Expires 05/31/2014
Claim - Filing Instructions	Done Application Section
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	 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 Ex-Im Bank and the Office of Management and Budget, Paperwork Reduction Project, OMB No# 3048-0033, Washington, D.C. 20503.	
JOBSTHROUGH EXPORTS	

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.

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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."**

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450334 - ESC		- 1	OME Als. 3048-003
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Buyer : German Buyers Corp Germany1 , GERMANY		Done	Application Section
Claim Information		√	Participants
Note: All fields are required		J	Transaction Details
Please enter information relating to your claim.		4	Claim Information
Date(s) shipped/funded :			U.S. Content Requirements
Original credit terms:			Claimed Unpaid Invoices
First default date :	(r	Invoice due dete	Calculation of Estimated Eligible
Claim filing deadline :	(mut including any approved claim extensions)	invoice due date	Loss
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	JOBS THROUGH E	X P O R T S	





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- 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"	Claim Applicatio
Buyer : German Buyers Corp Germany1 , GERMANY	Filing Instructions Claim Summa
Claim - Claimed Unpaid Invoices	
All outstanding <u>insured</u> shipments made to the buyer must be scheduled ann eligible for coverage. For example, if there are two insured invoices outstandi invoice must be included as part of this claim filing. For each shipment, attaat related documents. The bill of lading date is the date of shipment for purpose amount of the interest due for each invoice must be included in the column li	d included with this claim whether or not a shipment is present ng to a buyer and only one is eligible for claim filing, the second ch and group the invoice, bill of lading, debt instrument, and any is of this schedule. Interest calculations reflecting the dollar sted below.
To add a shipment to the schedule, use 'Add Shipments to Schedule'. Aft	as all objects and entered in the achedule, places anower the
questions at the bottom of the section and click 'Save and Continue'.	ter 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				Done	Application Section
Note: All fields are required. All outstanding <u>insured</u> shipments r eligible for coverage. For example, i invoice must be included as part of related documents. The bill of faiding amount of the interest due for each To add a shipment to the schedule, removed by clicking "V" or "E" or "X of the section and click "Save and	made to the buyer must be scheduled if there are two insured invoices outst this claim filing. For each shipment, g date is the date of shipment for pup invoice must be included in the colun use 'Add Shipments to Schedule' ", respectively. After all shipments are Continue'.	I and included with this claim whe anding to a buyer and only one is attach and group the invoice, bill obcess of this schedule. Interest co nn listed below. . Shipments added to the schedule entered in the schedule, please	ether or not a shipment is presently eligible for claim filing, the second of lading, debt instrument, and any alculations reflecting the dollar ule can be viewed or edited or answer the questions at the bottom	* * * *	Participants Transaction Details Claim Information U.S. Content Requirements Claimed Unpaid Invoices Ledger Experience Calculation of Estimated Eligible Loss Decumentation and Comments Submit
Policy Invoice #: Shipment, Cont. # 05/01/2012 - 101 582631	Schedule of Date Provice Amount Date Pr 05/15/2012 \$10,000.00 06/15/2012 05/15/2012 05/15/2012 05/15/2012	Shipments Incipal Interest Credits of F 50.00 \$0.00 \$0.00 \$0.00	Rems per page: 10 25 50 100 Other funds: 0 Sevings: 0 Actions \$0.00 \$0.00 ¥ £ \$0.00 \$0.00 ¥ £	Your o	ptions here include:
05/01/2012 - 103 582631 05/01/2013 103 582631	05/30/2012 \$2,000.00 06/30/2012	\$0.00 \$0.00 \$17	\$0.00 \$0.00 ¥ £ X	2. Ec 3. Re	dit emove
Are there any uninsured outstanding a If so, how much? Why are these shipments u	amounts with this buyer? s ninsured? Back	C Add Shipments to Schedule	Yes PNo		



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."

Exim	Online Home EXIM.gov Contact Us	
	Ex-Im Online Assisting Export Financing SQT Edition	d in as: release32_sqt <u>Hv Profile Chance Password Help Lobout</u> Last logged on at 3:27 PM EST on Dec 5, 2012.
		Es-Im Online Home
	450334 - ESC "Release 32 test" Duyer: German Buyers Corp Germany1, GERMANY	CNEE No. 3045-0033 Expline: 0\$7312014
	Claim - Ledger Experience Note: All fields are required.	Done Application Section Participants Transaction Details
	Do you have any ledger experience with the buyer within the last 12 months? Yes C 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.	Claim Information U.S. Content Requirements Claimed Unpaid Invoices Ledoer Experience Calculation of Estimated Eligible Loss Documentation and Comments Submit
	Invoice # Amount Terms Shipment Date Due Date Paid (mm/dd/9999) Amount	Build schedule by adding invoices
	Max. High Credit Outstanding during 12 mos. prior to shipment of first claimed invoice: \$	
	Was interest specified in the buyer obligation? C Yes C No If Yes', (a) was ordinary interest charged to the due date? C Yes C No (b) was late interest charged after the due date? C Yes C No	
	Back Save and Continue	5





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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. <u>THIS IS AN INDICATION ONLY</u>, and may not be the final amount paid. Click "**Save and Continue**" to access the next section where you will attach supporting documentation.

Ex-Im Online Home EXIM.gov Contact Us	
Logg	ed in as: sri_broker <u>My Profile Change Password Help Logout</u> Last logged on at 11:00 PM EST on Dec 4, 2012.
	Ex-Im Online Home
450334 - ESC "Release 32 test" Claim Application Buyer: German Buyers Corp Germany1, GERMANY	OME No. 3048-0033 Expires 05/31/2014
Claim - Estimated Fligible Loss	Done Application Section
Policy Period: 05/01/2012_05/01/2013 Total invoice amount of all insured shipments (principal only): \$17,000.00 () Minus (Ex-Im bank will calculate the interest due to the insured based on the interest coverage in the definition of Toss") 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 agents commission: \$10,000 Net Loss X percentage of cover specified in the Declarations: \$25% Vour final amount would be reduced by any unmet deductible per policy period.	Solution Participants Iransaction Details Claim Information U.S. Content Requirements Claimed Unpaid Invoices Ledger Expression Calculation of Estimated Eligible Loss Documentation and Comments Submit
Back Save and Continue	
JOBSTHROUGH EXPOR	

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.



400004 - 500					
"Release 32 test"			Claim	Application	CME No. 3048-003 Expres 0521-201
Germany1 . GERMANY					
Claim - Documentation and Comment					Done Application Section
Please attach all Required Documenta counter immediately after you have sub required. The system allows for multiple	ation' and any other documentation a mitted this claim, in which case you r is uploads per document tope. If a do	s applicable. Documentation may al should check the 'Will Follow' box. M curnent type does not apply to your o	so be sent directly b uttiple documents of claim, indicate Triot A	o Ex-im Bank by feach type may be spolicable.	Transaction Details Claim Information
Important					U.S. Content Requirements Content University
 When submitting documentation you must download, print, sign You may have the <u>option</u> to dow operate upon negotiation of a d be required prior to any claim p; 	n, you <u>mass</u> group each claimed invo and attached the <u>Certifications of in</u> mload, complete, and attach the <u>Help</u> laim payment. This will expedite you ayment.	we with the appropriate purchase o sated. Your claim will not be process and and <u>Assistment</u> form with you r claim payment in the event of claim	nder and shipping d seed until this docur r daim submission i approval as a com	ocument, nent is received, (the Release will pieted Release will	Ledati Esperience Caludation at Estimated Eleatile Loss Discontentation and Comments
Use 'Remove' and 'Vee' links to delet	is or view an uploaded document, AB	er all documents are uploaded, clid	'Save & Continue'	Please provide all	Submit
Attached Documentation	and dealer				
Document Type El	Attached	sample invoice doc.docx	Vite Br	n C	
Collection Efforts (copies) Bit of Lading (copies)	Attached	sample collection effort doc dock sample bill of lading doc dock	View Ba	ITSNE ITSNE	
Certifications of insured Written Demand for Payment	Will Follow	amount purchase order doc door	Barn	2019	
(copies)	WHE FOROW		Harro	2005	
Required Documentation					λ
Document Type Purchase Orders (copies)	C Attached C Will Falls	w like	(herear)	Action Save	
Certifications of Insured	C Do Not Have	ŵ .	Down.	Save	Certification form <u>MUST</u>
Invoices (copies)	C Do Not Have C Attached C Will Follo	w [Berne 1	Save	be attached to continue
Elil of Lading (copies)	C Do Not Have C Attached C Will Follo	w	Brook .	Save	
Collection Efforts (copies)	C Do Not Have C Attached C Will Follo	w	Bernese C.	Save	
Witten Demand for Payment (copies)	C Do Not Have C Attached C Will Follo	w	Server 2	Uave)
	Cio Not Have				
Other Documentation Document Type	Disposition	The		Action	
Promissory Notes (copies)	C Attached C Will Follow	1	direct land	Save	
Draft with Acceptance (copies)	C Not Applicable	1	- Trees	Save	
Letter of Credit	C Not Applicable C Attached C Will Follow	1	(10000 C	Save	
Credit American Involues I	C Not Applicable	_	-	and a	
Creat Agreement (copyres)	Do Not Have	- A.	- Street -	Save	
Contract of Sale	C Attached C Will Follow	1	(Brenn	Save	
Credit Report(s)	C Not Applicable C Attached C Will Follow	-	-	Save	
	C Do Not Have 10 Not Applicable				
special Conditions	C Attached C We Follow C Do Not Have		Press	Save	
Ledger Experience	C Not Applicable C Attached C Will Follow C Do Not Have	-	- Inese I	Save	
Other Insurance	C Not Applicable C Attached C Vitti Follow	1	- trees	Save	
Evidence of Guarantee	C Not Applicable			See.	
	C Not Application			- only	
Optionally, add any comments you wish	h to make reparding the claim, induc	ing a summary of the events leadin	g upto to this claim.		
			2		

TRADE ACCEPTANCE GROUP, LTD.





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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. <u>Make sure to click "Submit" or your claim application will not be completed.</u> Note that Brokers can complete the claim application but only the Insured or the Enhanced Assignee can submit it.

Ex-Im Onlin Assisting Export Financing SQT Edition	e	W W V	Last logged on at 11:00 PM EST o Ex-Im Online Hom
450334 - ESC "Release 32 test" Buyer: German Buyers Corp Germany1, GERMANY	Claim Application Eiling Instructions Claim Summary		OMB No. 3048- Expires 05/31.
Claim - Submit		Done	Application Section
Please click 'Submit Claim' to compl Wire and ACH Instructions Routing Bank Name : Recipient Bank Name : ABA# : Account Name : Account #: Tax Id # : Memo : Buyer/Borrower :	lete the claim filing process. You can also review and print the <u>Claim Summary</u> prior to submission.	*******	Participants Transaction Details Claim Information U.S. Content Requirements Claimed Unpaid Invoices Ledger Experience Calculation of Estimated Eligit Loss Documentation and Comment Submit
For any questions on the Claim filing p Export Import Bank of the United State 811 Vermont Avenue, NW Washington, DC 20571 Tel: (202) 565-3600 Fax: (202) 565-3625 Please note that only the Insured or en process.	rocess, please contact Ex-Im Bank at the address below: es - Asset Management Division nhanced Assignee is eligible to submit a claim. Click Save and Exit to complete the Broker claim filing Back Save and Exit)	





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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 <u>submit</u>.

Ex-Im Online Assisting Export Financing	Logged in as: sheltner <u>Mv Profile</u> <u>Change Passwon</u>
Trade Acceptance Group, Ltd.	Business Address: Primary Contact One Corporate Plaza 7400 Metro Blvd.Suite 414 Lesile Bergland Edina, MN 55439 (952) 830-9036
Act / Manage Transactions	Monitor Portfolio
Act Appl: Act on Guide Act on	My Portfolio Pending Claims Pending Claims Necently Expired Policies Insurance Policy Assignments Search Portfolio Miscellaneous Historical Transactions My Company Profile
Report Shipments Make A Parment Report Overdues File a Claim	