

Ensure seamless claim payment by avoiding these top 10 mistakes

We rarely reject our customers' claims, but it can happen on occasion.

Guarantee you receive claim payment by avoiding these 10 common mistakes:

- 1 Filing a claim too late**, which is generally 30 days after your buyer enters a state of default (refer to your policy wording for your specific deadlines)
- 2 Filing a claim on a payment plan that extended beyond the maximum extension period** and was not previously approved by us
- 3 Selling on more favorable terms than outlined in your policy**
- 4 Selling to a buyer for which no credit limit was set in your policy**
- 5 Continuing shipments to your buyer after filing a claims and collections form**, thus violating policy requirements
- 6 In a bankruptcy, not being listed on the schedule as an unsecured creditor**
- 7 Not providing the required documentation**, such as invoices, purchase orders, and proof of delivery
- 8 Filing a claim for shipments made by an affiliate or subsidiary not specifically endorsed in your policy**
- 9 Filing a claim for goods shipped or services provided out of the policy's period**
- 10 Not fulfilling your obligations to mitigate the risk and take sufficient action to recover the debt**

Thanks to the advance risk intelligence we provide, our customers never have to file a claim. Should you have to, we'll work with you every step of the way for a speedy resolution.



We'd love to help! Just give us a call or send us an email if you have any questions, and we'll be happy to find a solution together.