

HOW CUSTOMER LINE CAN HELP YOU



INTRODUCTION

The Euler Hermes UK Customer Line was formed on 1 May 2012. Our team is drawn from all over Europe and includes colleagues from the UK, Belgium, Italy and Portugal. Our Customer Line is available 8am to 6pm Monday to Friday and can answer over 80% of your queries at first point of contact, only escalating to our specialist teams where necessary.

SCOPE OF SERVICES

Some of the most frequent reasons we are contacted are listed below (please note that this is not an exhaustive list):

Risk:

- Assessing credit worthiness of Buyers (pre-vet)
- Creating Credit Limits
- Explaining Credit Limit Decisions
- Raising International Grading Requests (UK excluded)
- Updating Buyer Records

Online Services:

- Creating Access to MyEH & EOLIS
- Forgotten Passwords for EOLIS
- Technical Assistance for MyEH, EOLIS & SmartView



Policy Administration:

- Updates to Risk Decision Distribution Plans
- Updates to Policy Holder contact details
- Explanations of Invoices and Statements of Account
- Providing Duplicate Invoices and Statements of Account
- Starting the process for any mid-term amendments such as adding a new country to the policy coverage
- Starting the process for the release of any LCB/NCB

Claims & Collections:

- Starting the process for a Claim or a Collection
- Providing updates on a Claim or Case already submitted
- Providing explanations of Fees and Invoices

CONTACT CUSTOMER LINE

We understand that your time is valuable and we'll make every effort to respond to you on the same working day.



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