

ENSURE SEAMLESS CLAIM PAYMENT BY AVOIDING THESE TOP 10 MISTAKES



**We rarely reject our clients' 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 Euler Hermes
- 3 Selling on more favorable terms than outlined** in your Euler Hermes policy
- 4 Selling to a buyer for which no credit limit was set** in your Euler Hermes 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 on buyers, many Euler Hermes 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.

Please contact your account manager if you have any questions.

