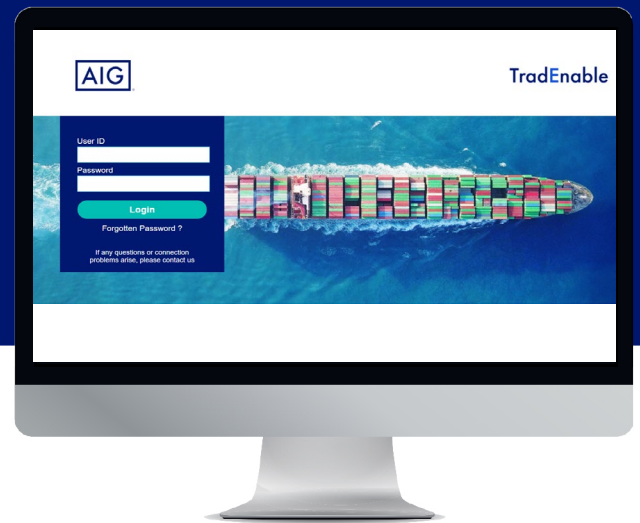


AIG QUICK REFERENCE GUIDE

TradEnableSM Portal Submitting a Claim Insured/Broker Portal



Overview

Users can create and submit claims through the TradEnable portal. Users can also view the claim history and check on the status and progression.

CLAIM DECLARATION

Information | Outstanding Invoices | Summary | Release and assignment | Upload claim form | Documents/Comments

INSURED

Company name: [text field]
 Contact name: [dropdown menu]
 E-mail address: [text field]
 Phone: [text field]

BROKER

Company name: [text field]
 Contact name: [dropdown menu]
 E-mail address: [text field]
 Phone: [text field]

POLICY INFORMATION

Policy number: [text field]
 Policy effective date: 01/09/2021

BUYER INFORMATION

CID: [text field]
 Company name / National ID: [text field]
 Address: [text field]
 Zip code / City: [text field]
 Province - State / Country: [text field]
 Contact name: [text field]
 E-mail address: [text field]
 Phone: [text field]

LOSS INFORMATION

First claimed shipment date: [calendar icon] [text field] [calendar icon]
 Last claimed shipment date: [calendar icon] [text field] [calendar icon]
 Oldest claimed due date: [calendar icon] [text field] [calendar icon]
 Reason for non-payment: [dropdown menu]

Save draft | Next

Claim Timeline

Before creating a claim, and depending on the policy conditions, the Insured has the possibility to submit a repayment plan request or an extension request. When the invoices become past due, the Insured must declare a notifiable event (i.e. overdue).

In the case of a protracted default, after the maximum payment date, the policyholder must create a claim. In the case of legal proceedings against the buyer/debtor, the user will also create a claim. These actions can be done by the user through the TradEnable Portal (Insured).

Once the claim has been submitted the claims assessor will review the claim declaration. The claim assessor will vet the claim by verifying the policy and limit conditions have been respected.

Once the claim is validated by the claims assessor, the likely claim indemnification can still be modified, depending on further collections, until the end of the waiting period. At the end of the waiting period, the claims assessor notifies the Insured of the indemnification and manages the payments. If some collections are still in progress, the claims assessor can register them and manage their payments.

Deadline for Declaration

The declaration deadline can vary according to the type of loss. Refer to the user's policy documents/parameters. The system allows the user to declare a claim at any time.

Identified or Temporary Buyer

The system allows users to declare a claim on a not-identified buyer through the business information provider service. The user must first identify the buyer, followed by submitting the declaration.

Claims Status


The TradEnable portal includes a claim file history and allows users to follow the status of a claim file. The claim status includes:

- New Claim
- Under Investigation
- Dispute
- Waiting for P/H response
- Waiting Period
- Indemnification in Progress
- Closed
- Closed W/O Indemnification
- Closed following mistake.

Submitting a Claim

The user can create a claim on behalf of identified buyers, those displayed in the insured portfolio, or unidentified buyers. Users can list the unpaid invoices and add credit notes to the claim file. Users can also add comments and attachments to the file. Users can view a list of submitted claims to check their status and update an existing claim with more information.

To start a new claim:

1. Access the **TradEnable portal (Insured)**
2. Hover over the **Action**  icon from the top menu
3. Click **Claim declaration**
4. Select the **Policy** from the list
5. Click the **Notify** button

NOTE: Users can also click the **Detail** button to open the buyer information for the selected line.

Submitting a claim

To submit a claim, users must complete the information on each tab, then click the **Submit** button.

Information Tab

The information tab allows users to set information related to the claim and will be sent to the assessor for review.

Claim History

The Claim history allows users to view submitted claims and follow their current status. They can filter and export the lists.

To view the claim history:

1. Hover over the **View**  icon from the top menu
2. Click **Claims history**



CLAIMS HISTORY											
SEARCH	File ID #	Cost. ref.	National ID	Company name	City	Declaration date	Amount incl. ts	Cur.	Status	Comm.	File
Buyer National ID											
FILTER File ID: <input type="text"/> Country: <input type="text"/> Status: All (Select) <input type="button" value="Submit"/>											
18 lines											
<input type="button" value="Detail"/> <input type="button" value="Buyer File"/> <input type="button" value="Export"/>											

Claim history

