



Claim Reconsideration Process

Ex-Im Bank has instituted a new procedure for Ex-Im Bank reconsideration of claims that have been denied under the insurance or guarantee programs. If Ex-Im Bank denies all or part of a request for claim payment, Ex-Im Bank will notify the claimant and provide instructions with respect to requesting reconsideration of the decision. The reconsideration procedure is as follows:

1. The claimant must provide a written statement requesting reconsideration and provide any available supporting documentation. Although additional information is not required, it is in the claimant's best interest to provide a detailed letter explaining why, under the terms of the insurance policy or guarantee, Ex-Im Bank should reconsider its decision.
2. The claimant's request (together with any supporting documentation) will be evaluated by relevant divisions of the Bank (including the Office of the General Counsel and the originating division (e.g., Trade Finance and Insurance, Business Credit, etc.)). Each relevant division will prepare a recommendation regarding the disposition of the reconsideration request.
3. The original claim file, reconsideration request, and the above-mentioned recommendations shall be submitted to the Claims Reconsideration Committee for discussion and final decision. The Claims Reconsideration Committee consists of: (i) the Chief Financial Officer; (ii) Senior Vice President – Export Finance; (iii) the Senior Vice President – Credit and Risk Management; (iv) the General Counsel; and (v) the Senior Vice President – Small Business.
4. The Claims Reconsideration Committee will decide the claimant's request based on a majority vote, and a member of the Claims Reconsideration Committee will promptly notify the claimant of the decision rendered.