EXIM Online
Broker Training Webinar

External Claim Submission

December 5, 2012

Overview

- External claim submission is scheduled for deployment to Production on Saturday, December 8th

- ECFS will no longer be available for claim submission and the existing link will route you directly to Ex-Im Online

- Existing user accounts will provide access to electronic claim submission functionality

- A claim submitted by the external user is not "submitted" until all data is completed and the Claimant selects to "Submit" the claim. At submission, the System will assign a claim # to the application for your reference.

- Enhancements include:
  - Link added to landing page "File a Claim"
  - Separate claim application for insurance, guarantee and working capital
  - Ability to continue a saved claim and check status of a pending claim

External Claim Submission

Select link to "File a Claim"

Policy Buyer Search - Results

- System will retrieve all policies associated to the Insured and/or Broker.
- There is an option to search for a policy to help facilitate the policy/buyer selection
- Insured/Claimant will not have the option to search by "Insured/Lender" field
- System provides several options from this screen: View claim history, File a claim with selected buyer, continue a saved claim or remove a claim which has been started but not yet submitted

Policy Buyer Search – "View"

Claims and Recoveries

Transaction #:	450334 - ESC
Insured:	"Release 32 test"
Assigned RM:	User ma_ne_relationship_manager_sqt
Broker:	Sri &&& brokerage

Assignment(s):

Policy Period	Name	City	Type	Effective	Released	Max Payable
05/01/2012 - 05/01/2013	BROADCAST SYSTEMS & EQUIPMENT	SCARBOROUGH	Standard	05/22/2012		$0.00

Policy Parameters:

Policy Period	Payment Limit	%Cover	Deductible	Credit DCL	Ledger DCL	Premium Rate	Policy DEC
05/01/2012 - 05/01/2013	$95,000.00	95%	$4,000.00	$0.00	$20,000.00	Split Rate	

Claim History:

Buyer/Borrower Name	City	Country	Claim #	Status	Date Filed	Amount Filed	Amount Approved
German Buyers Corp	Germany1	GERMANY	I200128-01	Pending Ex-Im Review	11/30/2012	$380.00	
German Buyers Corp	Germany1	GERMANY	I200127-01	Pending Ex-Im Review	11/29/2012	$950.00	
"Release 32 test"	city1	ZAMBIA		Removed			
German Buyers Corp	Germany1	GERMANY		Removed			
German Buyers Corp	Germany1	GERMANY		Removed			

7 items found, displaying all items.
1   Items per page: 10 25 **50** 100

Policy/Guarantee Number	Type	Status	Insured/Lender Name	State	Buyer/Borrower Name	Country	Claims
450334	ESC	Issued	"Release 32 test"		"Release 32 test"	ZAMBIA	View File
450334	ESC	Issued	"Release 32 test"		Bahamas buyer	BAHAMAS	View File
450334	ESC	Issued	"Release 32 test"		Bahrain Maritime & Mercantile International BSC C	BAHRAIN	View Remove Continue Saved Claim
450334	ESC	Issued	"Release 32 test"		Canada Buyer Inc	CANADA	View File
450334	ESC	Issued	"Release 32 test"		German Buyers Corp	GERMANY	View File
450334	ESC	Issued	"Release 32 test"		New Participant	BURMA	View File With New Buyer
450334	ESC	Issued	"Release 32 test"				

- System displays policy attributes as well as a listing of the policy's claim history. This will include any claim that completed and/or in process. **NOTE**: Removed claims will NOT be shown under Claim History – this change is currently in-process.

- The claim # link will provide access to claim details and a link to view summary and status information

Claim #:	I200127-01
Buyer/Borrower:	German Buyers Corp
	Germany1 GERMANY

Claim Details

Status:	Pending - Analyst Reviewing	Amount Approved:	
Date Declined:		Denial Code:	
Amount Requested:	$950.00	Date Filed:	11/29/2012
Amount Disbursed:		Claim Paid Date:	

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Policy Buyer Search – "File"

- System displays the policy's claim history. This will include any claim that was completed and/or in process. **NOTE:** Removed claims will NOT be shown under Claim History – this change is currently in-process.
- The claim # link will provide access to claim details and a link to view summary and status information. A processed claim will provide access to claim summary and status history.

Policy Buyer Search – "Remove"

- By selecting to remove a "saved" claim, the System will prompt you to confirm that you want to remove the claim. Once confirmed, then the System will display a message indicating the "remove" is complete.

- Removing a claim will not remove it from the System rather assign it a "removed" status. However, these items will not be available to view through the System

Policy Buyer Search – "Continue a Saved Claim"

- Selecting to "Continue Saved Claim" will bring the claimant to the claim application instruction page. This page is similar to the insurance application "look and feel" with right navigation links, link to access instructions and/or claim summary at any point in the process. In addition, note that the participant data must be reviewed prior to the System enabling access to the remaining sections of the application

- Let's start to complete a claim application …

Participants - List

- System will display all participants currently associated to the policy and provide the option to update information. The Insured, Broker or Assignee roles cannot be removed for an existing participant. **Any changes made on the claim application WILL NOT automatically be reflected on the policy documentation. In order to make a change to the policy documentation, an amendment request will need to be submitted.**

- A participant can also be added to the claim application by searching for a participant and either selecting an existing participant or adding a new one.

Participants – List (Update)

Current Information

Updated Information

- In this example, the Claimant updated their contact information. By updating this contact information, this will NOT change the policy contact. However, the individual included on the claim application, will receive any email notifications related to the submitting and/or processing of the claim

- The Claim Summary will indicate that the participant information for the Insured has been updated (see below)

Participants – List (Add Participant)

- By selecting to add a participant, the System will present a search screen. The Claimant can either select an existing participant or select to "Add Participant". In either scenario, the Claimant will be required to select a "role" for the participant

- A new participant added can also be removed on the claim application prior to submission

- This information will update the participant list in the claim application and will be reflected on the Claim Application Summary

Participants – List (Confirm Changes)

- Once all updates have been completed, the Claimant will select to "Save and Continue". At this point, the remaining links on the application will be enabled.
- Changes for this application include: Updated primary contact for insured (1) and add a new guarantor to the application (2)

Transaction Details

- This screen provides a "view-only" display of policy detailed information similar to the "Policy Details" page as well as a copy of the most current Declaration for each policy period (for non-Multibuyer policies, there will only be 1 policy period because they are not renewable transactions).

- The parameters values displayed are what is currently endorsed to the policy.

Claim Information

- "Claim Information" asks for specific details related to the policy and/or claim being submitted. The Claimant is expected to fill out all the information on this page unless the question is not applicable to the policy in question. The following fields are not required: Special Conditions, Last date payment was accepted from buyer and reason for claim.

U.S. Content Requirements

- The "US Content Requirements" section is similar to questions that you see on the insurance application. The Claimant is required to answer only 1 of the 2 sections. For MT insurance transactions, the Claimant will also be required to enter a foreign content %.

Claimed Unpaid Invoices

- The "Claim Unpaid Invoices" section is where the Claimant is expected to enter all related invoice/shipment data that supports the filing of the claim. The System will allow for entry of multiple invoices to 1 shipment. The first step to building the schedule of invoice/shipment activity is to select "Add Shipments to Schedule".

- The System will auto-populate in a drop-down any accepted, paid shipment activity for the last two years to facilitate entry of the schedule of shipments section. You are also allowed to enter a shipment which does not appear on the drop-down.

Claimed Unpaid Invoices (con't.)

- A sub-set of shipment data will pre-populate once a shipment is selected (Shipment Amount, Month Reported to Exim and Transaction Type). If you select "No" for "Is Interest applicable", you will not be required to complete the remaining questions. Once you have completed entry of data, select to "Save Shipments to Schedule". The System will clear out the data form to allow for additional entries .

- To add another invoice, select to "Add Shipments to Schedule" and repeat the same process until all invoice activity has been entered.

- A schedule of shipments will be created based on all invoice data entered.

Claimed Unpaid Invoices (con't.)

- From this screen, the Claimant can select to view (V), edit (E) or remove (X) an entry
- The System will display a Gross Total Invoice"" amount at the bottom of the schedule.
- In addition, you can add another invoice to the schedule by selecting to "Add Shipments to Schedule"
- For each shipment item, the Claimant will be be required to attach (or send in) a copy of the invoice, bill of lading, debt instrument and any other related documents.
- Once the "Schedule of Shipments" is complete, the Claimant will be required to answer the question related to "uninsured outstanding amounts".

Ledger Experience

- The next section will prompt the Claimant to indicate whether or not they have Ledger Experience with the buyer. If the response is "No", no additional information is required. If "Yes", you "will be required to enter at least 1 items. To add a row, select to "Add" a row which will build a matrix similar to "Schedule of Shipments" and you can continue to enter multiple records. It is recommended that if you have 10 or less invoices, the data should be entered through this screen. For more than 10 invoices, you can opt to attach a soft-copy of the ledger experience through the Documentation and Comments section of the claim application.

- Similar to "Schedule of Shipments, the Claimant can select to edit (E) or remove (X) an existing record.

Ledger Experience (con't.)

- Once you have completed entry of prior ledger experience, complete the section at the bottom regarding "Maximum High Credit Outstanding"

Calculation of Estimated Eligible Loss

- The "Calculation of Estimated Eligible Loss" takes into account data input on the "Claim Unpaid Invoices" page to derive an "estimated" eligible loss figure. This data is "view-only".
- The System displays the "Policy Deductible" (if applicable) as a reminder that the final amount of claim payment will take into account any unmet deductible for the policy period in question.

Documentation and Comments

- The last section "Documentation and Comments" provides a listing of required and other documentation which may be required to complete review of the claim. The System will perform a validation for required documentation. For each of these document types, the claimant will be required to either attach, indicate that the do not have the documentation or it will follow. Only 1 document for each section is required .

- To attach a document, select the "Disposition" of the document, browse and select the document (if available) and then click "Save" to attach the document to the claim application. The System allows more than 1 document to be added for each document type. The System will display a listing of all attached documentation and allow the Claimant to view or remove the documentation once added to the application.

- In addition, the Claimant will have the opportunity to enter "Comments" at the bottom of this section; similar to the Insurance application.

Submit

- The "Submit" screen allows the Claimant to enter ACH payment and/or wiring information for the claim payment. This information is not required at the time of submission and/or can be updated by ExIm staff after submission, if necessary.
- A "Memo" line is provided to help the Claimant create any reference for themselves regarding this claim.
- A broker will not be allowed to submit the claim. This must be done by the Claimant.

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Claim Summary

- Similar to the Insurance application, the System generates a summary of all data entered on the claim application for your reference.
- The Summary can be printed and/or viewed on-line after submission as well.

Tracking Sheet

- The "Tracking Sheet" displays the System assigned " Claim Number". If invoice data is entered across multiple policy periods (for Multibuyer), the System will automatically generate multiple claims, each with their own claim # for your reference.

- The tracking sheet provides a reminder that "Certification of Insured" and Written Demand for Payment" is required to process the claim.

Check Pending Status

- By selecting "Pending Claims" from the landing page, you will see a list of outstanding claims and their current status.

- Selecting a claim will display claim details and links to Claim Status History and Claim Application Summary

Summary

- Any questions, please contact your RM and/or Asset Management Division

- Ex-Im Online will be unavailable on Saturday, December 8th for deployment of this functionality.

- Please communicate to your customers that the process for submitting claims has moved from ECFS to Ex-Im Online. Your support to help them submit claims through Ex-Im Online is appreciated.

- Thank you for your participation today!