

CLAIMS PROCESSING



Reducing Risk. Unleashing Opportunity.



CLAIMS PROCESSING OVERVIEW



- ✓ Claims Processing – What We Do
- ✓ Claim Submission
- ✓ Claim Filing Deadlines
- ✓ Other Common Reasons for Claim Denial
- ✓ Lifecycle of a Claim
- ✓ Claim Denials – Appeals Process



CLAIMS PROCESSING – WHAT WE DO



Our objective is to process claim filings in accordance with EXIM's policies and procedures and to ensure payment of claims in a timely manner.

- ✓ Process all short- and medium-term insurance claims, medium- and long-term guarantee claims, and working capital claims
- ✓ Review requests for claim filing deadline extensions
- ✓ Coordinate appeals process for reconsideration of denied or partially approved claims



CLAIM SUBMISSION



READ YOUR INSURANCE POLICY AND CONSULT YOUR BROKER OR READ YOUR MASTER GUARANTEE AGREEMENT

- ✓ E-file claims through EXIM Online (EOL) at <https://eximonline.exim.gov/>
 - ✓ Include all required documentation
- ✓ File your claim before the claim filing deadline or request a claim filing extension
- ✓ Visit the Claims website for more information: <https://www.exim.gov/tools-for-exporters/claims>

CLAIM FILING DEADLINES – FROM DEFAULT DATE



POLICY TYPE	EARLIEST DATE	LATEST DATE
Short Term Insurance (exporter policies)	3 Months	8 Months
Short Term Insurance – FIBC	30 Days	150 Days
Medium Term Insurance	30 Days	150 Days
Letter of Credit	60 Days	120 Days
MT & LT Guarantee	30 Days	150 Days
Working Capital	30 Days	120 Days

Late claim filing is a reason for claim denial

OTHER COMMON REASONS FOR CLAIM DENIAL



INSURANCE

- ✓ Disputes (e.g., cancelling distributorship relationship prior to the last payment)
- ✓ Unpaid premium
- ✓ DCL and SBCL violations – tainted ledger history, Country Limitation Schedule violation, over shipment
- ✓ Missing proper export documentation (especially for ex works shipping terms)
- ✓ U.S. content eligibility

OTHER COMMON REASONS FOR CLAIM DENIAL – cont'd

MEDIUM- AND LONG-TERM GUARANTEES

- ✓ Unauthorized rescheduling
- ✓ Unauthorized acceleration of the note

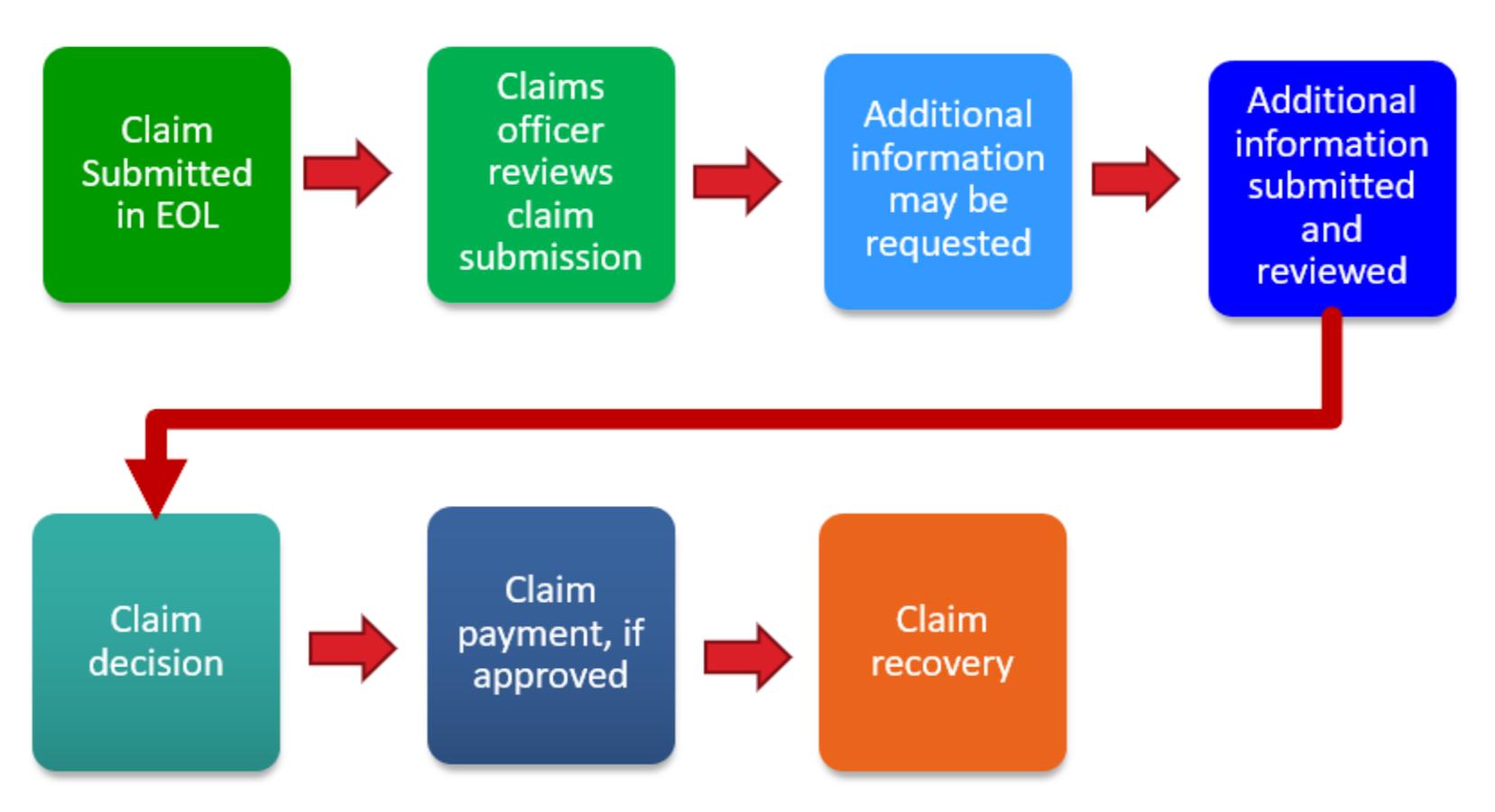
WORKING CAPITAL GUARANTEES

- ✓ Unpaid facility fee
- ✓ Advances without certified borrowing base
- ✓ Not following any special conditions and waivers

Follow your policy or guarantee requirements carefully
to avoid claim denials!



LIFECYCLE OF A CLAIM



CLAIM DENIALS – APPEALS PROCESS



- ✓ A claim denial or partial approval can be appealed within 6 months of EXIM's decision letter
- ✓ Submit a claim reconsideration request to claims@exim.gov, including any written arguments and additional supporting documentation
- ✓ The Claims Officer, Office of General Counsel and the relevant Underwriting Division will review the appeal request and present it to the Claim Reconsideration Committee (CRC)
- ✓ CRC's decision is final
- ✓ Appeals process can take 3-6 months

Any questions, Claims@exim.gov

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