



How to file a claims and collection

A step-by-step introduction to notifying us about claims and collection through our Eolis platform

HOW TO FILE A CLAIMS AND COLLECTION

Step 1

Select your policy

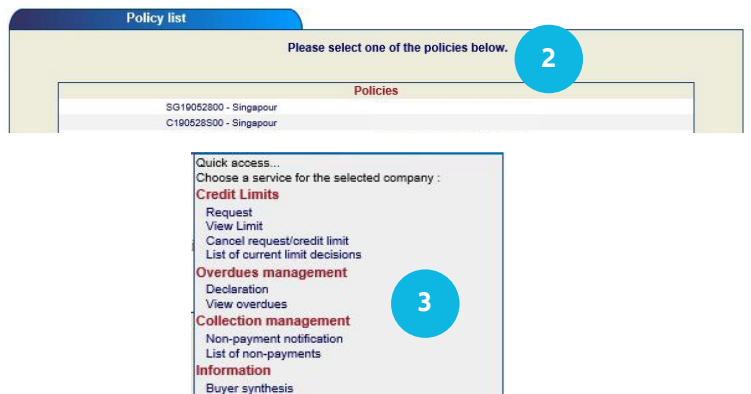
The function is found in the top right of the screen after login



Step 2

Go to the Eolis quick menu

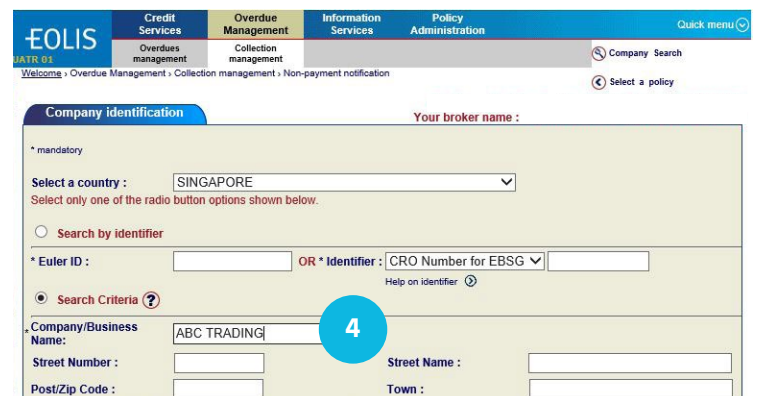
The quick menu is found in the top right of the screen



Step 3

Select Claim and Collection Form

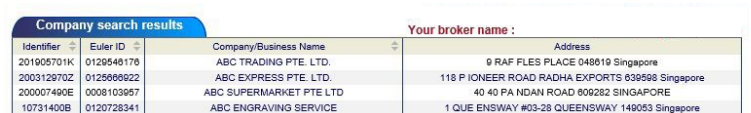
Claim and Collection is found under Collection Management



Step 4

Identify your debtor

Select the country and enter the name of your debtor to search the database



*A Discretionary Limit that you can apply on a debtor, based on your credit management procedures, the buyer grade in our system, and your trade experience

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Step 5

Collection action

Your policy with us has inclusive collection, and we will be the collector by default

Claim and Collection Form

Non-payment type: **Collection** (5)
Collected by: Allianz Trade

Insured contact information:
Insured contact name: _____ Insured E-Mail: _____
Insured tel n°: _____ Insured reference: _____

Buyer contact information:
Buyer contact name: _____ Buyer E-Mail: _____
Buyer tel n°: _____ (6) Buyer Fax n°: _____
Buyer mobile n°: _____ Language: English

Claim and Collection Details

Is the invoicing or the delivery address different from the above address? Yes: No: Buyer's bank: _____

Is Buyer insolvent? Yes: No:

Buyer's liability already declared to receiver/administrator/liquidator? No (Attach copies)

Is the debt disputed? Yes: No:

Unpaid cheque/Bill of Exchange? Yes: No:

Type of guarantee: Assignment of debt

Any goods can be returned? Yes: No:

Protracted default Yes: No:

Administrative issue Yes: No:

Political risk Yes: No:

Other reason for Claim and Collection Yes: No:

Any running repayment plan Yes: No:

Additional comments: _____ (7)

Step 6

Enter contact details

For quick follow-up, please enter your data as well as that of your debtor

Step 7

Enter non-payment details

Please provide all relevant details required to assess the rationale behind your debtor's late payment

Invoice/Credit note/Partial payment information BBT Voice Private Limited D50 n° : HK20078500

*Mandatory
Type: **Invoice** (8)
*Invoice n°: _____
*Invoice date: _____ dd/mm/yyyy *Invoice date: _____ dd/mm/yyyy
*Currency: USD
*Amount incl VAT: _____ *Amount excl VAT: _____

Validate > Cancel X

Step 8

Add invoice data

Enter all unpaid* invoices, credit notes and other relevant items for the buyer

Invoice/Credit note/Partial payment information BBT Voice Private Limited D50 n° : HK20078500

*Mandatory
Type: **Credit note**
*Original invoice date: _____ dd/mm/yyyy *Original invoice number: _____
Due date: _____ dd/mm/yyyy
*Credit note issued date: _____ dd/mm/yyyy
*Currency: USD
*Amount incl VAT: _____ *Amount excl VAT: _____

Validate > Cancel X

Invoice/Credit note/Partial payment information BBT Voice Private Limited D50 n° : HK20078500

*Mandatory
Type: **Partial payment/Recovery**
Original invoice date: _____ Original invoice number: _____
*Payment date: _____ dd/mm/yyyy
*Currency: USD
*Amount incl VAT: _____ *Amount excl VAT: _____
Bank statement: _____

Validate > Cancel X

* Should you have a high number of unpaid invoices, the system allows you to enter the total amount, combined with the invoice and due date of the oldest invoice

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Step 9

Upload attachments

Attach invoices and all mandatory documents

Step 10

Overview and submit

Review the information you have entered and click confirm to submit the claims and collection form

Step 11

Done!

The claims and collection appears in your non-payment list and we confirm receipt

		Number/Original invoice number	Document type	Currency	Amount incl VAT	Amount excl VAT	Invoice date/Original invoice date	Due date	Credit note issued date	Recovery date
Delete	Update	0002020298	Invoice	USD	50,000.00	50,000.00	18/08/2021	18/03/2022		

[Add Invoice/Credit note/Partial payment/Recovery](#)

If you have a number of invoices/credit notes/partial payments/Recoveries to enter, you may prefer to create a file for uploading, using the macro provided, by clicking on the 'Template' link. Once this file is created, please click on the link "Upload invoices" to attach the list of invoices.

[Upload invoices](#) [Template](#)

Attachments

To attach a document, select a document type then click on the "Browse" button to select a file and click on the "Attach" button.
In accordance with General terms and Conditions of the Policy, please kindly provide us with the mandatory and relevant documents as required.

Document type :

File path :

No documents currently attached

If you click on the Save button, then your data and attachments you seized will be saved during 7 days.



We'd love to help! Just give us a call or send us an email if you have any questions, and we'll be happy to find a solution together.