

HOW TO SUBMIT A CLAIM

1



Connect to [MyEH](#) using your user name and password

No grade on this customer

Existing grade on this customer

2



Select "SUBMIT A CLAIM / COLLECTION"

2



Select "MANAGE"

Search for your customer either by Euler ID, name and address or company registration number



3



3

Under Grade select your customer and click on

SUBMIT A CLAIM / COLLECTION

4



Indicate "Insolvency / Not Insolvent" in the Claim Reason field and your debtor contact details

Enter the details of your invoices including costs and interest



5

6



Upload copies of invoices, statement of account and supporting documentation (orders, proof of delivery, copy of your Terms of Trade)

Any questions?

 **CUSTOMER LINE**
UK 0844 893 0000
IRELAND 01 525 5555
customerline@eulerhermes.com

WHAT'S NEXT ...

WITHIN 2 WORKING DAYS

We'll send an acknowledgement and the claim reference number

IF WE ASK FOR MORE INFO

Please send it as soon as possible so we can progress your claim quickly

WITHIN 5 WORKING DAYS

You'll receive the contact details of your claims assessor and details of your initial assessment