



CLAIMS AND COLLECTION GUIDE

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NPN Process

HOW TO GET STARTED

The chart on the right outlines the steps in our Claims and Collection process.

If you're unsure about anything, please read our **Customer Handbook** and **EOLIS User Guide** – and if you still have questions, please contact your Account Manager. They will also be able to help you transfer your receivables to our Debt Collection team.

HELP US PROCESS YOUR CLAIMS AND COLLECTION SMOOTHLY

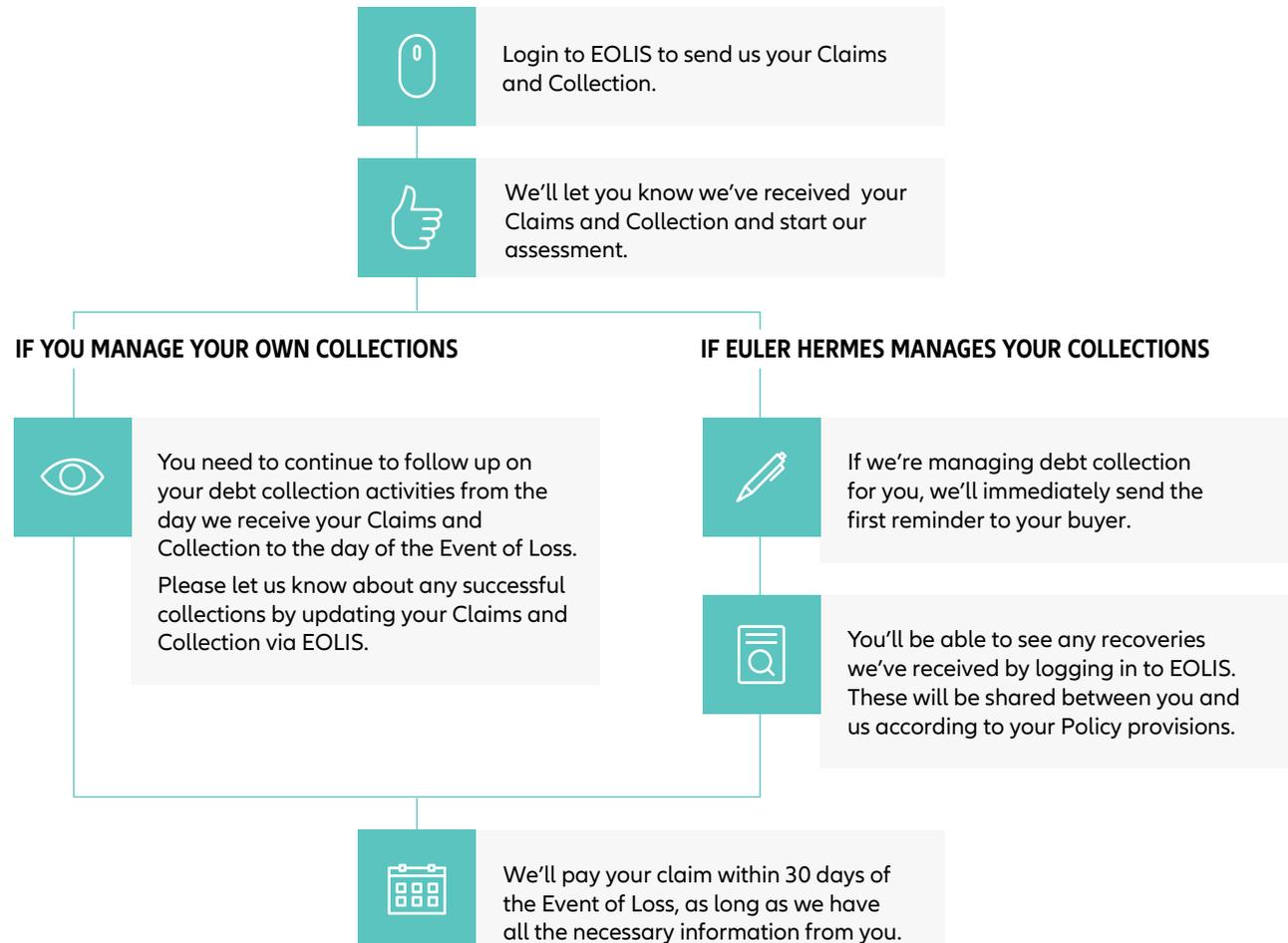
- Provide all required documentation
- Login to EOLIS to check on progress
- Double-check we hold the right bank details for claim payment

If your buyer is insolvent

If your customer is declared insolvent, you need to let us know as soon as possible. The liability must be declared within the timeframe set by the administrator or liquidator, or we won't be able to pay your claim.

We have a network of officers which declares our clients' liabilities on a daily basis, and works with you to ensure the best possible chance of recoveries.

We declare a liability for you, you won't need to let us know if you receive any dividends – meaning less administrative work for you.



Mandatory documents

BUYER COUNTRY	INVOICES	STATEMENT OF ACCOUNT	12 MONTHS TRADE EXPERIENCE	DEBT ACKNOWLEDGEMENT / WARRANTIES	INSOLVENCY LETTER	POWER OF ATTORNEY	PROOF OF DELIVERY	PURCHASE ORDER	RETENTION OF TITLE	SIGNED SALES CONTRACT
Australia	● ■ ★	● ■ ★	● ■ ★	● ■ ★	★				■ ★	● ■ ★
Austria	● ■ ★	● ■ ★	■ ★	■ ★	★	■ ★	■ ★	■ ★	■ ★	■ ★
Belgium	● ■ ★	● ■ ★				★	■	■	■ ★	● ■ ★
Brazil	● ■ ★	● ■ ★						● ■ ★		
Bulgaria	● ■ ★	● ■ ★	● ■ ★	● ■ ★		■ ★	● ■ ★	● ■ ★	■ ★	● ■ ★
Canada	● ■ ★	● ■ ★					● ■ ★	● ■ ★		
Chile	● ■ ★	● ■ ★		● ■ ★	★		● ■ ★	● ■ ★		
China	● ■ ★	● ■ ★	● ■ ★	★	★	★	● ■ ★	● ■ ★		● ■ ★
Colombia	● ■ ★	● ■ ★		● ■ ★	★		● ■ ★	● ■ ★		
Czech Republic	● ■ ★	● ■ ★	● ■ ★	● ■ ★		■ ★	● ■ ★	● ■ ★	■ ★	● ■ ★
Denmark	● ■ ★	● ■ ★					★		■ ★	
Finland	● ■ ★	● ■ ★					★		■ ★	
France	● ■ ★	● ■ ★		■ ★		■ ★	■ ★	★		■ ★
Germany	● ■ ★	● ■ ★	■ ★	■ ★	★	■ ★	■ ★	■ ★	■ ★	■ ★
Greece	● ■ ★	● ■ ★				● ■ ★		● ■ ★	■ ★	● ■ ★
Gulf Countries	● ■ ★	● ■ ★	● ■ ★			● ■ ★	● ■ ★	● ■ ★		● ■ ★
Hong Kong	● ■ ★	● ■ ★		● ■ ★	★		● ■ ★	● ■ ★		● ■ ★
Hungary	● ■ ★	● ■ ★	● ■ ★	● ■ ★		■ ★	● ■ ★	● ■ ★	■ ★	● ■ ★
India	● ■ ★	● ■ ★	● ■ ★	★	★	★	● ■ ★	● ■ ★		● ■ ★
Italy	● ■ ★	● ■ ★				■		● ■ ★		● ■ ★
Japan	● ■ ★	● ■ ★		● ■ ★	★	■ ★	● ■ ★	● ■ ★	■ ★	● ■ ★

● Amicable collection ■ Legal collection ★ Insolvency

Mandatory documents

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Malaysia	● ■ ★	● ■ ★	● ■ ★	★	★	★	● ■ ★	● ■ ★		● ■ ★
Mexico	● ■ ★	● ■ ★		● ■ ★	★		● ■ ★	● ■ ★		
Morocco	● ■ ★	● ■ ★		● ■ ★				● ■ ★		
Netherlands	● ■ ★	● ■ ★					★		■ ★	
New Zealand	● ■ ★	● ■ ★	● ■ ★	● ■ ★	★				■ ★	● ■ ★
Norway	● ■ ★	● ■ ★					★		■ ★	
Philippines	● ■ ★	● ■ ★	● ■ ★	★	★	★	● ■ ★	● ■ ★		● ■ ★
Poland	● ■ ★	● ■ ★				★	■	■	■ ★	● ■ ★
Romania	● ■ ★	● ■ ★	● ■ ★	● ■ ★		■ ★	● ■ ★	● ■ ★	■ ★	● ■ ★
Singapore	● ■ ★	● ■ ★	● ■ ★	★	★	★	● ■ ★	● ■ ★		● ■ ★
Slovakia	● ■ ★	● ■ ★	● ■ ★	● ■ ★		■ ★	● ■ ★	● ■ ★	■ ★	● ■ ★
South Africa & neighbouring countries	● ■ ★	● ■ ★		● ■ ★			● ■ ★		■ ★	
Spain	● ■ ★	● ■ ★				■	● ■ ★	● ■ ★		● ■ ★
Sweden	● ■ ★	● ■ ★					★		■ ★	
Switzerland	● ■ ★	● ■ ★	● ■ ★	■ ★	★	■ ★	● ■ ★	■ ★		● ■ ★
Thailand	● ■ ★	● ■ ★	● ■ ★	★	★	★	● ■ ★	● ■ ★		● ■ ★
Turkey	● ■ ★	● ■ ★		● ■ ★	★	● ■ ★	● ■ ★	● ■ ★		● ■ ★
UK	● ■ ★	● ■ ★	● ■ ★	● ■ ★		■ ★	● ■ ★	● ■ ★	■ ★	● ■ ★
USA	● ■ ★	● ■ ★			★		● ■ ★	● ■ ★		
Vietnam	● ■ ★	● ■ ★	● ■ ★	★	★	★	● ■ ★	● ■ ★		● ■ ★

● Amicable collection ■ Legal collection ★ Insolvency



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We can change this document at any time, without letting you know in advance.