



AIG QUICK GUIDE

# Submitting a claim via TradEnable Xtra

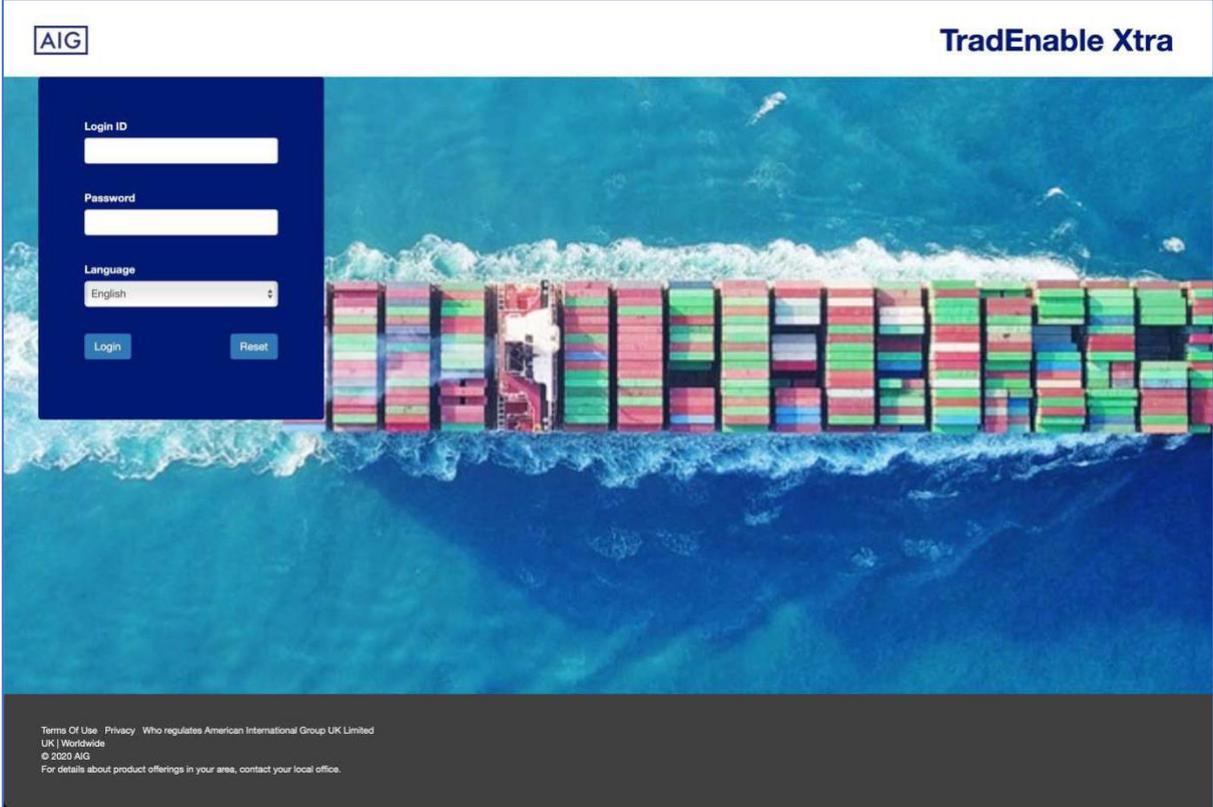
EU Version 1.0



## How to Submit a Claim on TradEnable Xtra

TradEnable Xtra is accessed using the web address <https://tradenableextra.aig.com/>

A login screen like the one below will display. Enter the Login ID and Password we have provided and click Login.

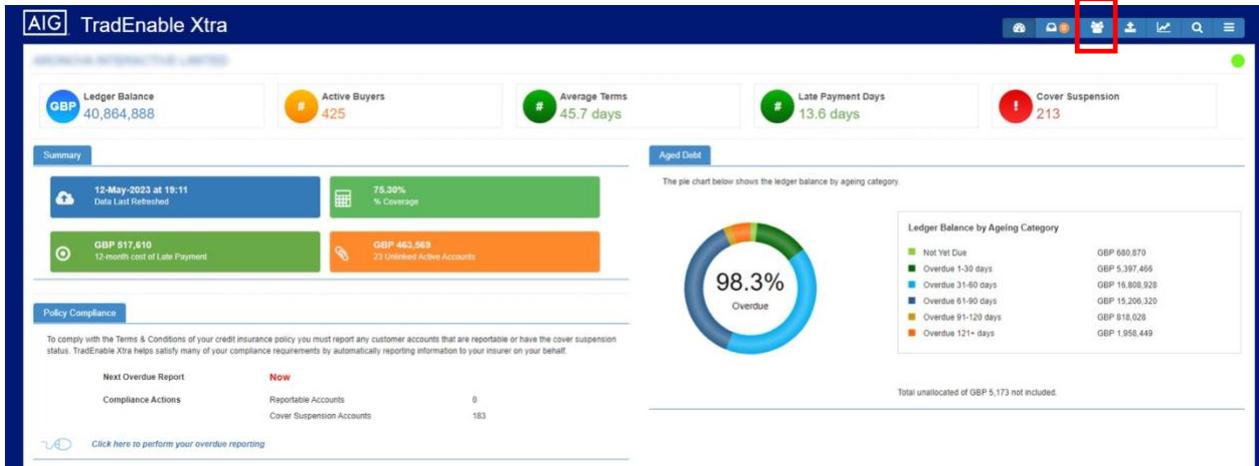


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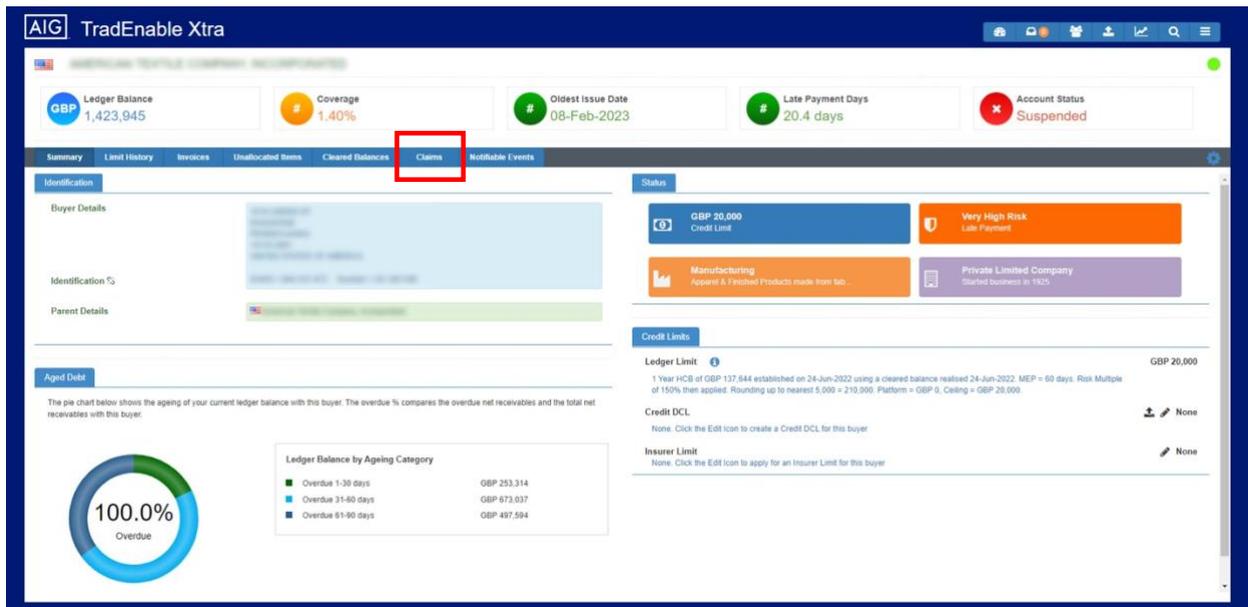
If you can't remember your Password, click the Reset option to create a new one.

**We strongly recommend that the latest invoice data is uploaded before a claim is submitted so that we are working with the most recent invoice information for the Buyer being claimed.**

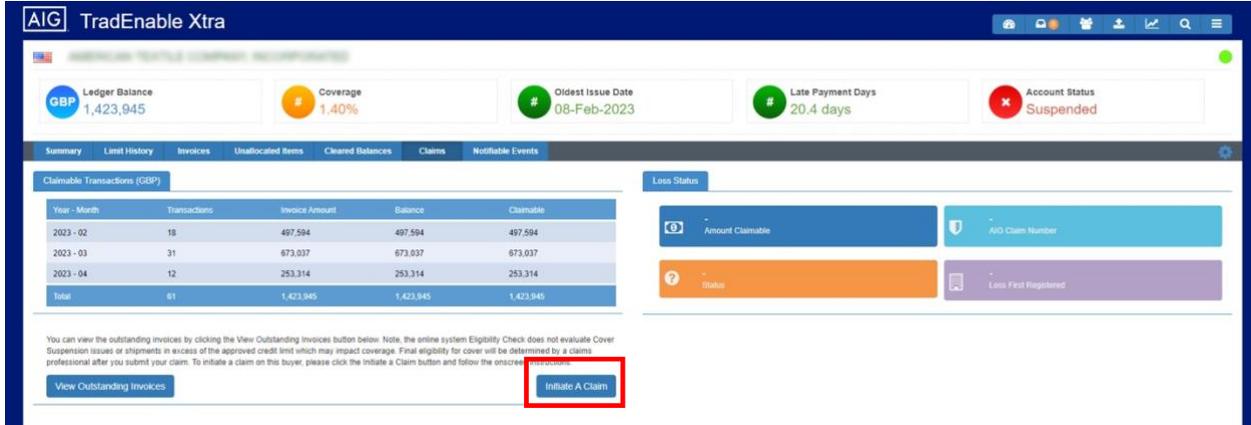
- Once logged into TradEnable Xtra, you will be presented with the Dashboard. Enter the Buyer List on the top right of the Dashboard which is highlighted on the screen below.



- Identify the relevant Buyer on which you wish to submit the claim from the list by selecting the Buyer Name.
- This will open the Buyer screen below. The highlighted Claims tab should then be selected to begin the claims submission process.



- You will then see a summary of the Claimable Transaction on the Buyer file and have the option to view the Outstanding Invoices to ensure the latest uploaded data reflects the amount being claimed. When the amount being claimed has been confirmed, you should select Initiate a Claim.



- A pop-up screen will then appear which will be partially populated by the system based on the data held. You are now able to input further information regarding the claimed invoices- including security held, payments/ credits received and your contact information.
- Once all fields are completed, select Submit to register the claim with AIG.
- Proceed to the screen below where you are ready to download your Claim Form for completion.

### Claim Actions

To complete your claim submission, please follow the steps below:

- Download and sign a completed Claim Form Download Claim Form
- Provide all required documents below:

Document Type	Mandatory	Provided
Claim Form	✓	✓
Contract of Sale (if open account: purchase order, invoice, shipping document)	✓	✓
Correspondence & File Notes		✗
Credit Agency Report / DCL Support		✗
Insolvency Documents		✗
Other		✗
Payment Instructions	✓	✓

Select Upload Type ---- Please Select ---- Select Documents

Please note that checking the box on page 4 of the Claim Form to activate the Section 9. Release and Assignment form (Quick Release) at the time of claim filing will expedite the processing of your claim. If you do not activate the Quick Release at the time of claim submission, a Quick Release will be presented to you for completion upon claim approval.

Claim Form Signed  Quick Release Elected  Yes  No

- Please note that the Mandatory required documents (Claim Form, Contractual Documents and Payment Instructions) displayed above must be uploaded for the claim to be submitted successfully to AIG. A green tick will be displayed once a document has been uploaded to any of the respective categories.

The Claim Form should be signed and, where possible, the Quick Release should be elected to expedite the claim process as much as possible.

- Use the Upload Zone highlighted below to attach the supporting transaction documentation as well as the signed Claim Form you downloaded under Step 8. See Step 10 for more detail on typical claim documents to upload.

Summary
Limit History
Invoices
Unallocated Items
Cleared Balances
Claims
Notifiable Events

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Claim Actions

To complete your claim submission, please follow the steps below:

- Download and sign a completed Claim Form Download Claim Form
- Provide all required documents below:

Document Type	Mandatory	Provided
Claim Form	✔	✔
Contract of Sale (if open account: purchase order, invoice, shipping document)	✔	✔
Correspondence & File Notes		✘
Credit Agency Report / DCL Support		✘
Insolvency Documents		✘
Other		✘
Payment Instructions	✔	✔

Select Upload Type 

Select Documents

Please note that checking the box on page 4 of the Claim Form to activate the Section 9. Release and Assignment form (Quick Release) at the time of claim filing will expedite the processing of your claim. If you do not activate the Quick Release at the time of claim submission, a Quick Release will be presented to you for completion upon claim approval.

Claim Form Signed  Quick Release Elected  Yes  No

10. TradEnable TradEnable Xtra now provides you with the ability to upload various types of documentation to AIG as part of your claim submission. By providing these documents to AIG as early as possible, you will be able to benefit from the most efficient claims process possible, from agreeing liability of the claim through to indemnification.

For each claim, please provide the following documents:

DOCUMENT	DESCRIPTION	NOTES
Claim Form <b>Mandatory</b>	Document to be signed by the authorized representative of the insured which is required to formally make a claim on the Policy.	TradEnable Xtra automatically generates this document for you to download, execute and upload.
Contract of Sale and Transaction Documents <b>Mandatory</b>	The terms and conditions agreed between you and the Buyer concerning the claimed transactions which may include invoices, shipping documents and purchase orders.	Where there is a large number, a reasonable sample size of each document type may be provided.
Payment Instructions <b>Mandatory</b>	These are the details of the bank account to which you wish a claim payment to be made.	Preferably this will be provided on your letterheaded paper.
Correspondence & File Notes	Any email and/or written communication with the Buyer regarding the claimed goods and the steps taken to request payment of the invoices.	<b>Optional but recommended.</b> Please try to provide this to enable the adjuster to determine the liability position as quickly as possible.
Insolvency Documents	Where applicable, the documents confirming the formal insolvency of the Buyer.	Upload documents concerning the insolvency or pre-insolvency proceedings of the Buyer.

AIG will be notified of the claim submission and be able to view the documents uploaded when the claim is submitted and at any later point in the event you wish to upload further documentation. An adjuster will contact you via email with further updates regarding the status of the claim. Once the claim is allocated an AIG claim number, the Loss Status field will update along with the Status field which will be amended to Paid in the event the claim is agreed and paid.

Should you have any other questions, please reach out to your local Trade Credit contacts who will be able to assist you further.



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