

# Making a Claim



CIFS aims to provide service standards which are a benchmark for our industry. So, of course, prompt and efficient claims settlement forms a key element of the CIFS proposition.

To help us help you, in the event of a claim make sure you provide us with this essential documentation:

- Fully completed claim form, including Section 8 (with invoices, payments and credit notes listed separately)
- Copy invoices and any related credit notes. If a number of invoices are claimed, please supply a comprehensive statement and a selection of the invoices will be requested for audit purposes.
- A customer transaction history in the form of an accounts system printout for the period covered in Section 8 or to the cessation of trading (whichever is later), detailing all transactions and their dates.
- For default claims, a copy of the County Court Judgement and details of the subsequent enforcement. Proof of debt must be supplied in full for default claims – e.g., copy invoices, delivery notes etc.
- The outcome of Retention of Title inquiries if it has been stated as held on your proposal form. Credit notes raised in respect of retrieved goods should also be supplied.
- Reasons for continuation of trade beyond times when stop delivery dates have been exceeded on unpaid invoices.
- Details of any disputed invoices which have become and/or remain overdue.
- For insolvency claims, a copy of the Insolvency Practitioner's letter of appointment, detailing the firm, date of appointment and form of insolvency.
- A copy of the Proof of Debt form, as supplied to the Insolvency Practitioner
- A Confirmation of Debt from the Insolvency Practitioner for the full debt.

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