

Claim Advice for Coface Taiwan Globalliance Factor Policy

一、Coverage

The credit insurance cover we provide for all undisputed debts to which the contract applies, shall start once you purchase the debt from your customer related to sales of goods or performance of services made by your customers, provided that:

- a) the debts are purchased within the maximum purchase period
- b) the maturity date of the debts does not exceed the maximum credit period.

二、Notifications of Adverse Information or Overdue Account

You must notify us in writing:

- a) as soon as you become aware of any adverse information concerning a buyer, and you shall ensure, in this respect, that your customer provides you with all the relevant information as soon he is aware,
- b) as soon as you or your customer have information indicating that a buyer has become insolvent,
- c) of any overdue account which remains unpaid at the time limit for notification of overdue account.
- d) immediately of any sums you or your customer receives after we have been notified of an overdue account.

For the purposes of this contract, notifications must be received by us within **three working days** of your knowledge of such information.

三、Important Obligations

In case of overdue account, you must take all necessary measures or shall ensure that these measures are taken by your customer, at his own initiative, or in accordance with your or our instructions, to prevent or to minimize the consequences of the claim. You and your customer shall pursue diligently and in good time any rights you or we may have over, including rights to recover goods, to protect your, or our rights, or to secure the payment of the debt.

四、Claim payment

- a) If the Buyer is insolvent, the claim is paid within **30 days** of our receipt of the written evidence of the insolvency and all the documents establishing the debt and its purchase.
- b) For other reasons of non-payment of the debt, the claim payment is calculated at the end of a **five-month** period after we have received your notification of overdue account with request for intervention. Claim payment is made within 30 days of this period provided that you have sent us all written evidence of the debt and of its purchase.

五、Claim documents:

- a) Notification of Overdue Account with Intervention
- b) Buyer's purchase order
- c) Company invoice
- d) Shipment and delivery documentation with buyer acknowledgment
- e) Statement of Account
- f) Any correspondence regarding this debt collection
- g) Other relevant supporting material