

● हानि सीमा:

कृपया नोट करें कि हानि सीमा वह सीमा है जहाँ तक ईसीजीसी पॉलिसी के अंतर्गत दावे पर विचार करेगा।

सुनिश्चित करें कि पॉलिसी के अंतर्गत की हानि सीमा आपके ग्राहक/बैंक के बकाया राशि के समकक्ष हैं। ग्राहक/बैंक की पॉलिसी के अंतर्गत बीमाकृत कारोबार मात्रा यदि बढ़ने की आकांक्षा हों और वही परियोजना के लिए अतिरिक्त संविदा होने की स्थिति में अतिरिक्त प्रीमियम का भुगतान करें और हानि सीमा बढ़ाएँ।

● पॉलिसी की वैधता

सुनिश्चित करें कि पॉलिसी दी गई सेवाओं को संरक्षित करने के लिए हमेशा वैध है।

● अग्रिम प्रीमियम

आपके लिए यह जानना महत्वपूर्ण है कि बीमा अधिनियम 1938 की शर्तों के अनुसार बीमाकृत जोखिम के प्रारंभ होने से पूर्व बीमाकर्ता को प्रीमियम प्राप्त होना चाहिए। ईसीजीसी अब इन प्रावधानों से बाध्य है कृपया सुनिश्चित करें कि रक्षा की वैधता के दौरान हर समय आप निम्नलिखित का अनुपालन करें।
हानि सीमा पर तिमाही/वार्षिक आधार पर अग्रिम प्रीमियम भेजें।

IT-ENABLED SERVICES (SINGLE –CUSTOMER) POLICY-DO'S

• LOSS LIMIT:

Please note the loss limit is the limit up to which ECGC would consider claim under the policy.

Ensure that the Loss Limit under the policy is equivalent to the amount outstanding from the customer/bank. Seek enhancement of the Loss Limit in case the volume of business on the customer/bank insured under the Policy is expected to increase in the form of additional contracts to be serviced and pay the additional premium.

• VALIDITY OF POLICY:

Ensure the validity of the policy covers the services rendered always.

• ADVANCE PREMIUM:

It is important for you to know that in terms of the Insurance Act 1938 an insurer should receive the premium before the commencement of risks insured. ECGC is now bound by these provisions please ensure that you comply with the following at all times during the validity of the cover:

Remit advance premium on the loss limit either quarterly/annually.

• PROGRESS REPORT:

Submit the monthly progress report of the software services provided to the customer during each month for invoices which remain overdue beyond 30 days:

- a. mentioning the work done during the month
- b. payment for invoices raised outstanding at the beginning of the month
- c. invoices raised during the month, payments received during the month
- d. payments outstanding at the end of the month
- e. work yet to be invoiced and
- f. invoices which remain to be accepted,

• EXTENSION IN PAYMENT TERMS:

Ensure to take prior approval for granting extension in payment terms to the buyer, unless the total payment period by such extension remains within 180 days of the date of invoice.

• LOSS MINIMISATION

Ensure prompt action in event of non receipt of payment up to certain reasonable time, as per the contract/agreement, for the part of services already rendered/invoices raised, take suitable action to prevent/minimize the loss. Persuade the customer to make the payment. Seek the assistance of

Debt Collection Agents, Chambers of Commerce and Indian Trade Representatives abroad. ECGC could be contacted for the purpose of obtaining a list of Debt Collection Agents in buyer's country. Get the bill noted and protested through a Notary in the buyer's country.

• LODGEMENT OF CLAIM:

File the claim any time after the ascertainment of loss but within one year from the due date of payment or within one year from the date of completion /termination of the contract whichever of the two is earlier in point of time. If further time is required for filing the claim, please approach ECGC for specific extension in time for the claim along with the reasons thereof.

• RECOVERY ACTION:

To pursue all recovery steps, directly or through a specialized Debt Collection Agent / Lawyer. Please maintain recourse against the buyer. Timely action ensures better recovery prospects. If non-payment is due to insolvency of the buyer please file the claim with the official receiver with necessary information and documents. Please ensure that the claim is acknowledged by the receiver of the insolvent's estate. In the event of recovery share the recovery with ECGC in the same ratio in which the claim has been settled by ECGC.

IT-ENABLED SERVICES (SINGLE –CUSTOMER) POLICY-DON'TS

- Do not fail to remit the quarterly installments of premium within the dates prescribed under the policy.
- Do not fail to obtain enhanced Loss Limit on the overseas customer.
- Do not fail to submit Monthly progress report.
- Do not fail to obtain prior approval of ECGC for extension in payment terms beyond 180 days.
- Do not fail to get the bill noted and protested for non payment in the buyer's country where this is not possible.
- Do not fail to engage a Debt Collection Agent for recovery where it is advised by ECGC.
- Do not enter into further contract or rendering any services unless customer makes the payment for the overdue invoices.
- Do not fail to submit the documents as desired by ECGC along with the claim form. When in doubt do not hesitate to contact ECGC for clarifications.
- Do not fail to co-operate with ECGC with regard to examining the books of account, if found necessary.
- Do not fail to file the claim within the time allowed.
- Do not fail to initiate recovery action against the buyer and remit to ECGC amounts so recovered.