

## Frequently Asked Questions (FAQs) - RELIEF Intervention

S.N.	Question	Answer
1.	<b>What is the RELIEF intervention?</b>	RELIEF (Resilience & Logistics Intervention for Export Facilitation) is a time-limited support measure under the Export Promotion Mission (EPM) aimed at helping Indian exporters facing increased logistics costs, war risks, and insurance premium hikes due to disruptions in the Gulf and West Asia maritime corridor.
2.	<b>Which type of cargos and countries are covered?</b>	Shipments with <b>Full Container Load (FCL), Less than Container Load (LCL) or Reefer containers (perishable cargo)</b> destined for countries such as <b>United Arab Emirates, Saudi Arabia, Israel, Kuwait, Qatar, Oman, Bahrain, Iraq, Iran and Yemen</b> for delivery or trans-shipment are covered.
3.	<b>Which exporters are eligible under Component I?</b>	Exporters who already have ECGC credit insurance cover, and suffer losses due to war-related risks and associated political risks in the affected countries are covered, for consignments where Onboard Bill of Lading or Airway bill date is from <b>February 14, 2026 to March 15, 2026.</b>
4.	<b>Which exporters are eligible under Component II?</b>	Exporters who opt for ECGC's credit insurance cover under fresh standalone policies with start date on or after March 16, 2026, and suffer losses due to war-related risks and associated political risks in the affected countries are eligible for cover, for consignments where Onboard Bill of Lading or Airway bill date is from <b>March 16, 2026 to June 15, 2026.</b>
5.	<b>Which exporters are eligible under Component III?</b>	<b>Non-ECGC-insured MSME exporters</b> , for consignments where Onboard Bill of Lading date is from <b>February 14, 2026 to March 15, 2026.</b>

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6.	<b>Are non-MSME exporters eligible for cover?</b>	Yes, non-MSME exporters are eligible for cover under Components I and II, but not under Component III.
7.	<b>Are there any specific exclusions under any of the components?</b>	<p>(i) Energy shipments are not covered under Component II.</p> <p>(ii) Non-MSME exporters and Air shipments are not covered under Component III.</p> <p>(iii) Back-to-Town /Reimport cargos are not covered under all the three Components.</p>
8.	<b>Is Cargo Damage covered under RELIEF Intervention?</b>	No. The physical damage to cargo and those risks that are insured under 'marine insurance' policies of General Insurers are not covered under RELIEF Intervention.
9.	<b>Is any extra premium payable for additional coverage under Components I and II?</b>	No. The premium shall continue to be what it was at pre-disruption level for eligible shipments.
10.	<b>Are there any processing or administration charges payable?</b>	No. There is no processing or administration charges payable to ECGC for processing the claims under the RELIEF Interventions.
11.	<b>What expenses can be claimed under Component III?</b>	<p>Reimbursement shall be provided to exporters up to 50% of additional freight and insurance borne by the exporter (for CIF contracts) or up to 50% of the reduction between the contracted FOB value and the realized export proceeds attributable to such extraordinary surcharges, on account of increased freight or insurance costs. This would include:</p> <p>(a) War Risk Surcharge (WRS)/Emergency Conflict Surcharge (ECS) or similar levies;</p> <p>(b) Additional War Risk Premium (AWRP);</p> <p>(c) Additional conflict-related shipping charges linked to maritime route disruptions; and,</p> <p>(d) Additional insurance premium applicable to cargo shipments.</p>

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12.	<b>Is there any limit for Claim settlement under Intervention-III?</b>	The total assistance per IEC shall not exceed <b>₹50 Lakh</b> in respect of all eligible consignments under this component.
13.	<b>How do I apply for these benefits?</b>	<p>(i) Claims/documents are required to be submitted at ECGC Customer Portal <a href="http://www.ecgcltd.in">www.ecgcltd.in</a> through a separate link <b>RELIEF-I &amp; II</b>.</p> <p>(ii) Claims/documents are required to be submitted at ECGC Customer Portal <a href="http://www.ecgcltd.in">www.ecgcltd.in</a> through a separate link <b>RELIEF-III</b>.</p> <p>(iii) Customers without User ID and Password need to generate the same in the ECGC Customer Portal <a href="http://www.ecgcltd.in">www.ecgcltd.in</a> and submit exporter details, before accessing the services. The video for guidance on how to generate User ID and Password and submit exporter details is accessible at ECGC official youtube channel (<a href="https://www.youtube.com/@ecgcltd7016">@ecgcltd7016</a>).</p>
14.	<b>Are Back-to-Town (BTT) / Re-import cargos not eligible for cover?</b>	<p>(i) Back-to-Town (BTT) and Reimport situations are outside the purview of the RELIEF Components I, II and III.</p> <p>(ii) However, ECGC covers loss incurred due to “Reimport of exported goods” such as onward and return freight charges, handling charges, storage and demurrage charges etc. under its policy cover issued to exporters. Hence, exporter-Policyholders (PH) will be eligible for claim up to normal insured percentage under ECGC’s policy cover.</p>
15.	<b>Why is Bank Realisation Certificate (BRC) required to be submitted for FOB contracts?</b>	Unlike CIF (Cost, Insurance, and Freight) contracts where the exporter pays the freight and insurance and furnishes the bill, in FOB contracts, the buyer is responsible for payment of the freight and insurance. Under RELIEF Component III, FOB exporters are reimbursed for the reduction between the contracted

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		<p>FOB value and the realized proceeds caused by extraordinary surcharges (like War Risk Surcharge etc.), capped at 50% of the reduction (subject to an overall ceiling of ₹50 lakh per exporter). So, BRC/e-BRC is required to verify the "actual loss" claimed by the exporter. However, in the event of non-payment by the buyer, compensation will be available as per the eligibility mentioned under the respective scheme component, provided the exporter is able to furnish documentary evidence of non-payment by buyer and additional freight/ insurance and surcharges etc. borne by the exporter.</p>
16.	<p><b>What documents are required to be submitted to claim reimbursement under Component III?</b></p>	<p>For RELIEF Component I &amp; II, the standard documents listed in ECGC Claim form are to be submitted.</p> <p>For RELIEF Component-III, please click <a href="#">Documents</a> to access the list.</p>
17.	<p><b>Does Claim under RELIEF component has any impact on the ECGC Policy No Claim Bonus?</b></p>	<p>The amount of additional claims paid under Components I and II of the RELIEF Interventions will not affect the Claim-to-Premium Ratio (CPR) under the ECGC policies issued to the exporters. Further, the amounts reimbursed under the RELIEF Intervention Component-III for non-ECGC-insured MSME exporters will not be taken into account to arrive at the CPR in any future policy(ies) that the exporters might obtain from ECGC.</p>

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