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PUBLIC NOTICE

HO/PPD/2026 DATED 23.03.2026

Standard Operating Procedure for claim submission as per DGFT's Notification No. 65/2025-26 dated 19.03.2026 under RELIEF Components I, II and III

1. Government of India has announced **"RELIEF" (Resilience & Logistics Intervention for Export Facilitation) -** an intervention under the Export Promotion Mission, vide DGFT Notification No. 65/2025-26 dated 19.03.2026, to support Indian exporters affected by extraordinary freight escalation, heightened insurance premia and war-related export risks arising from disruptions in the Gulf and wider West Asia maritime corridor. RELIEF interventions have been structured to provide support across the export cycle by covering the shipments already left during the disruption period as well as prospective exports planned to the affected region.

2. Under the approved framework, ECGC Ltd. (Formerly Export Credit Guarantee Corporation of India Ltd.), wholly owned by Government of India (Ministry of Commerce & Industry), has been designated as the nodal and implementing agency responsible for verification, claim processing, disbursement and monitoring.

3. The RELIEF interventions are meant to cover losses arising due to war-related risks and associated political risks in the affected countries. It shall cover Shipments with Full Container Load (FCL), Less than Container Load (LCL) or Reefer containers (perishable cargo) destined for countries such as United Arab Emirates, Saudi Arabia, Israel, Kuwait, Qatar, Oman, Bahrain, Iraq, Iran and Yemen for delivery or for trans-shipment. The assistance under these RELIEF interventions shall not be applicable for back-to-town cargo cases.

4. In line with the Government's directives, the operational details of the RELIEF interventions are provided below for all stakeholders:

I. RELIEF Component - I: Export Credit Support for ECGC's already insured exporters

(i) Meant for exporters who have already obtained ECGC credit insurance cover

(ii) Period of shipment covered (14.2.2026 to 15.3.2026)

(iii) Cover to be provided up to 100% at the existing premium rates

(iv) The Government shall reimburse to ECGC for the amount which ECGC shall pay to its Policyholders in excess of the amount that is ordinarily payable under ECGC's existing cover

II. RELIEF Component - II: Encourage and facilitate ECGC coverage for Export Credit Support for upcoming exports in the region

(i) Meant to encourage exporters to opt for ECGC's credit insurance cover

(ii) Period of shipment covered (16.3.2026 to 15.6.2026)

(iii) Cover to be provided up to 95% at the existing premium rates

(iv) The Government shall reimburse to ECGC for the amount which ECGC shall pay to its Policyholders in excess of the amount that is ordinarily payable under ECGC's existing cover

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III. RELIEF Component - III: Reimbursement support for extraordinary freight and insurance surcharge borne by eligible non-ECGC-insured MSME exporters

(i) Meant for non-ECGC customers and to MSME exporters

(ii) Period of shipment covered (14.2.2026 to 15.3.2026)

(iii) 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:

(a) War Risk Surcharge (WRS)/Emergency Conflict Surcharge (ECS) or similar levies;

(b) Additional War Risk Premium (AWRP);

(c) Additional conflict-related shipping charges linked to maritime route disruptions; and,

(d) Additional insurance premiums applicable to cargo shipments.

(iv) The total assistance per IEC shall be subject to:

(a) The extent of actual loss incurred by the exporter in respect of the eligible invoice,

(b) Submission of prescribed documents, and,

(c) An overall ceiling of ₹50 Lakh per exporter in respect of all eligible consignments under this component.

5. Procedure for filing claims under RELIEF Components

For ECGC Policyholders (RELIEF Components I and II)

- Policyholders are required to **sign in on the ECGC portal**: www.ecgcltd.in with existing login credentials.
- They can submit the claims through the existing Policy Claim Module.

For Exporters (Non-ECGC Policyholders) - (RELIEF Component III)

- Exporters (non-ECGC Policyholders) are required to first **register/sign up on the ECGC portal**: www.ecgcltd.in and generate their User ID and Password.
- During sign-up, exporters are required to provide certain details (viz., IEC, PAN, UDYAM, bank account details) for creation of the **Exporter Customer Code** and KYC completion.
- Subsequently, the exporter will be able to submit claims under the RELIEF Component III through the module on the portal.

For guidance on the process to be followed for registration or filing claim on ECGC Customer Portal, Exporter's may access the following Videos.

1. For Registration and Claim Filing
   https://youtu.be/X2vtw9z-oQA?feature=shared

6. The list of documents to be uploaded/submitted while lodging Claims under RELIEF Components III

***(Note** - Separate Claim for each Shipping bill shall be filed).*

(i) Importer Exporter Code (IEC) Certificate
(ii) MSME Certificate
(iii) Purchase order/ contract along with amendment, if any,
(iv) Invoice & Packing List
(v) Shipping Bill
(vi) Onboard Bill of Lading or Airway Bill
(vii) Transport and insurance invoices clearly showing the "extraordinary" surcharge element i.e., Additional War Risk Premiums (AWRP), War Risk Surcharges (WRS), Emergency Conflict Surcharges (ECS) or similar levies, additional conflict-related shipping charges linked to maritime route disruptions; and additional insurance premiums applicable to cargo shipments.
(viii) Correspondences with Buyer for deduction on account of said “extraordinary” surcharges
(ix) Proof of payment for the incurred costs
(x) Bank realization certificates for realization of export proceeds
(xi) Details of bank account along with Copy of cancelled cheque

Note – The documents for **Components I and II** shall be uploaded/submitted as listed out in the ECGC’s claim form, in addition to the ones mentioned above, as applicable. All such claims shall be examined holistically.

7. The reimbursement of claims under RELIEF Components shall be in accordance with the DGFT’s Notification No.65/2025-26 dated 19.03.2026.

For technical assistance in customer portal, please email to econnectivity@ecgc.in For any assistance related to the RELIEF, please email to RELIEF2026@ecgc.in You may also Contact out nearest Branch or Regional office – Details are in the ‘Branch Locator’ published at our web-site www.ecgc.in - https://main.ecgc.in/english/branch-offices/

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<u>ADDENDUM – 1 dated 25.03.2026</u>

<u>Ref: Public Notice No. HO/PPD/2026 dated 23.03.2026</u>

Subsequent to Public Notice No. HO/PPD/2026 dated 23.03.2026 on ***‘Standard Operating Procedure for claim submission as per DGFT’s Notification No. 65/2025-26 dated 19.03.2026 under RELIEF Components I, II and III’***, the following may be additionally noted:

(i) Under RELIEF Component-II, energy shipments are not covered.

(ii) Under RELIEF Component-III, air shipments are not covered.

(iii) 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.

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ADDENDUM – 2 dated 22.04.2026

Ref: Public Notice No. HO/PPD/2026 dated 23.03.2026 and Addendum-1 dated 25.03.2026

Subsequent to Public Notice No. HO/PPD/2026 dated 23.03.2026 on ***'Standard Operating Procedure for claim submission as per DGFT's Notification No. 65/2025-26 dated 19.03.2026 under RELIEF Components I, II and III'*** and Addedum-1 dated 25.03.2026, the following may be additionally noted:

(i) In addition to the countries notified for coverage under the various RELIEF components, as mentioned at Para 3 of the Public Notice dated 23.03.2026, shipments destined for delivery or for trans-shipment to **Egypt** and **Jordan** shall also be included for coverage under all the three RELIEF Components.

(ii) Apart from exporters who avail new standalone policies, benefit under RELIEF Component II shall also be available to exporters who avail fresh whole-turnover policies on or after March 16, 2026.

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ADDENDUM – 3 dated 07.07.2026

Ref: Public Notice No. HO/PPD/2026 dated 23.03.2026, Addendum-1 dated 25.03.2026 and Addendum-2 dated 22.04.2026

1. Attention of all Policyholders and Exporters is invited to Public Notice No. HO/PPD/2026 dated 23.03.2026 on ***'Standard Operating Procedure for claim submission as per DGFT's Notification No. 65/2025-26 dated 19.03.2026 under RELIEF Components I, II and III'***, Addendum-1 dated 25.03.2026 and Addendum-II dated 22.04.2026.

2. In accordance with the Ministry of Commerce & Industry, Directorate General of Foreign Trade (DGFT)'s Notification No. 21/2026 dated June 29, 2026, it is hereby notified that:
   (i) The eligibility period under **Component II** of the Export Promotion RELIEF intervention, which expired on June 15, 2026, has been extended up to September 30, 2026. This extension strictly applies to shipments meant for delivery or transhipment under the RELIEF intervention.
   (ii) By this extension, ECGC Policyholders, having standard commercial and political risks cover of less than 95%, will be eligible for an enhanced additional cover up to 95%, for the shipments made from March 16, 2026 to September 30, 2026.
   (iii) This vital measure is enacted to enhance utilization, facilitate trade resilience, support Indian exporters, and mitigate logistics challenges arising out of continuing West Asia Crisis.
   (iv) All other terms, conditions, and provisions outlined in the Original Public Notice and subsequent addenda remain entirely unchanged.

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