Atradius
Managing risk, enabling trade

Customer Service Charter

Our promise to you

The Atradius Customer Service Charter demonstrates our commitment to providing your business with high quality of communication and service, support and advice.

We are dedicated to providing you with the very highest levels of service in all that we do. This is our service commitment. It infuses every aspect of our business; from our ethos, to the training of our people and the development of our relationship with you.

Atradius Customer Service Charter

Making communication easy

Our dedicated account management and customer service teams are trained to respond to your queries and requests promptly and efficiently. Where possible, we provide you with a dedicated point of contact and clear contact details.

We keep an eye on things, regularly evaluating our communications to make sure we maintain our high standards. In addition to issues concerning your account with us, we'd be grateful if you could also provide feedback on your thoughts and experiences to these teams. It is through responding to feedback that we are able to make improvements, so we value any insight you could share with us.

Simplifying policy administration

We provide guidance and support on everything from policy administration to accessing and using our online systems, such as Atradius Atrium, Serv@Net and Atradius Insights.

We work hard to keep your policy administration obligations to a minimum and, when the time comes for renewal, we make sure this process is clear and that the documentation is issued to you in good time.

Any invoice we send you will clearly state what is due to be paid, for what service, and by when.

Working closely with you on credit limits

We are committed to providing you with timely credit limit decisions and make sure we keep you informed during the process.

Our decisions are not taken in isolation from you. Where possible, we work with you to obtain additional information about your buyers and take into account your trading relationship with them. In addition, where appropriate, we will share with you the credit rating for your insured buyers to support your credit management processes and procedures.

Where it is necessary to reduce or remove a credit limit, we endeavor to provide you with an appropriate period of notice to provide you with sufficient time to make alternative trading arrangements (save for exceptional circumstances).

We try never to make promises we can't deliver and our transparent appeal process is designed to help you should you want us to re-consider a decision.

Providing an efficient claims, collections and recoveries service

We provide you with a step-by-step guide on how to submit a claim, including how to inform us about overdue invoices.

We work closely with you throughout the claims and collections process, providing up-to-date information about your case, agreeing the collections approach with you and remitting funds as soon as possible.

If it is not possible to pay a claim, or pay it in full, you will be given a clear explanation and the right to appeal.

Building a relationship with you

We believe we can provide you with the highest quality support when we understand your business, including your strategy and your market. Our highly trained people are specialists in their fields and yours, supported by a programme of continuous professional development.

If you have an issue you'd like to discuss with us, please get in contact with your own dedicated account manager. Alternatively you can contact our head office.

Disclaimer

The statements made herein are provided solely for general informational purposes and should not be relied upon for any purpose. Please refer to the actual policy or the relevant product or services agreement for the governing terms. Nothing herein should be construed to create any right, obligation or responsibility on the part of Atradius, including any obligation to conduct due diligence of buyers or on your behalf. If Atradius does conduct due diligence on any buyer it is for its own underwriting purposes and not for the benefit of the insured or any other person. Additionally, in no event shall Atradius and its related, affiliated and subsidiary companies be liable for any direct, indirect, special, incidental, or consequential damages arising out of the use of the statements made information herein.

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ATR_CSCF.ENG.002