



# NOTIFICATION OF OVERDUE ACCOUNT (NOA) FREQUENTLY ASKED QUESTIONS

## How do I submit my overdues/claims using Cofanet?

We have produced a brief user guide detailing how to use this functionality that is available in the "[Client Toolkit](#)" section of our website, [www.coface-usa.com](http://www.coface-usa.com).

## Is the notification/claim made through Cofanet considered as an official NOA?

**Yes.** Submitting your notification via Cofanet is considered as a notification for the purpose of your policy.

*Please note that this is not a confirmation that your notification will be automatically indemnified. Insurance coverage can only be determined after submission of your NOA and a full assessment of the notification has been completed.*

## Can I update my notifications using Cofanet?

**Yes.** If, for example, you receive a payment from a buyer/debtor then you can enter a modification to your original **notification** on Cofanet (provided the original **notification** was submitted via Cofanet).

## Do I need to enter the tax amount separately in Cofanet?

**Yes.** Cofanet requires you to enter the invoice value excluding tax in one field and the tax value in the next field.

This is important to ensure your notification is correctly assessed and any indemnification can be paid without delay.

## Can I submit any comments with my notification?

**Yes.** A *comments box* is available for you to add any information you think is pertinent to the notification - the more information the better!

We strongly recommend that you use this box

Please ensure you use the *comments box* to provide full details of actions you have taken to collect the debt so far. This will prevent us from duplicating any action you have already taken and will ensure that the appropriate next steps are made in a timely fashion.

If you are notifying us of **insolvency** please let us know what action you are taking to lodge your claim or mitigate the loss (e.g. resale of goods, etc.)



### **Can I view all of my notifications and claims in Cofanet?**

**Yes.** You can view any notifications or claims that you have submitted using Cofanet.

### **Do I need to manually enter the details of all invoices into the system?**

**Yes.** We need details of all reportable invoices and payments entered into Cofanet. This will enable us to:

- Carry out a full and accurate assessment of your notification at the earliest possible opportunity
- Assist our collectors in the recovery action

BUT, you can import the data into the Cofanet NOA system using the **Batch Import** process. This requires the data to be in an Excel spreadsheet (csv format) in a given format which can then be quickly imported into Cofanet. Full details on how this function works can be found in the Cofanet User Guide, under “Bulk Invoices Import.”

### **Can I monitor the progress of my notification or claim in Cofanet?**

**Yes.** Cofanet provides accurate and updated information on the progress of your notification:

- Global view of your portfolio
- Current status of each NOA

### **What if Cofanet does not contain the details of my customer?**

You can create new customers in Cofanet. For details on how to perform these steps, please consult the Cofanet User Guide.

### **Do I need to send the documents by mail when I attached them to the NOA through Cofanet?**

**No.** You do not need to send the documents attached to the NOA by mail.

However, you may be required to send some additional documents or original documents in paper form, if needed, depending on specific cases and as directed by the Coface Claims Department.

### **Where can I get more information?**

- Our website, [www.coface-usa.com](http://www.coface-usa.com), contains a NOA Guide in the “[Client Toolkit](#)” section, located at the top of the home page.
- The Help section of Cofanet contains a User Guide on all Cofanet functionalities.
- Please contact your agent or agency office for further assistance.