

# NON-PAYMENT NOTIFICATION TOOLKIT

Make your next NPN seamless with these useful tips and guides

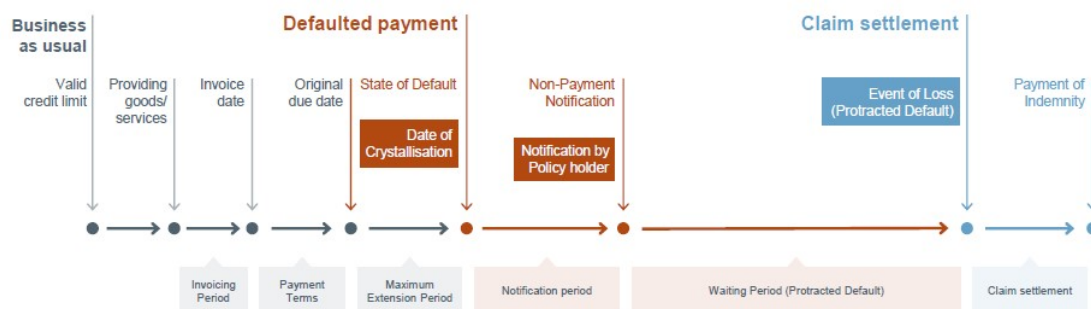
**With a 20% rise in insolvencies forecasted in 2020, we are by our customers' side should they experience any effects to their business**

That's why we're delivering a complete toolkit for anything our customers or brokers may need in order to deal with their buyers' potential inability to pay on time.

## Filing Non-Payment Notifications (NPNs)

In these uncertain times, it is especially important for us to remain informed about cash flow issues that their buyers may be facing as soon as possible. We still expect NPNs to be filed as per the **timeline stated in the policy**, which can be seen below.

The sooner we are informed of any cash flow issues the buyer is experiencing, the more efficient we can be in our response.



## WA Eolis for seamless filing

We recommend that our customers send their NPNs through **WA Eolis** for the safest way to avoid delays in opening, assessment and possibly even settlement. When files are sent by email, they may not be processed immediately as it creates a fully manual process, so it is best to rely on the automation offered by WA Eolis.

- [Ensure seamless claim payment by avoiding these 10 mistakes](#)
- [How to file a Non-Payment Notification through Eolis](#)



## Interactive NPN Guide

Download our interactive guide for a clear view of the NPN process and what is required from our clients.

Simply click on the buyer's country to see which documents are needed in the case of amicable collection, legal collection and insolvency.

**VIEW THE NPN GUIDE**

## Our collection teams are here to support our customers

Should our customers be uncertain how to approach their buyers for payment agreements, do not hesitate to leverage Euler Hermes' experience and expertise. Despite the current economic standstill, we have been able to arrange numerous successful payment agreements for our clients.

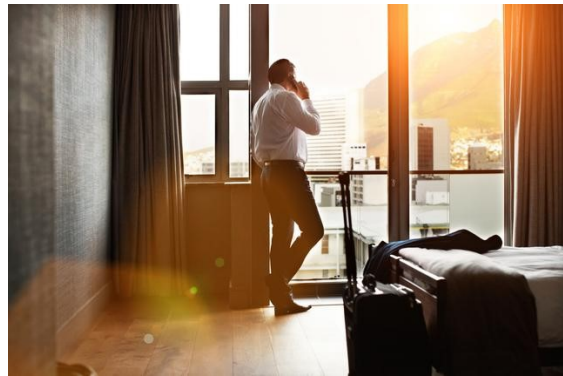
To request our collection support, customers can simply select **Collection Action Done by EH** when filing their Non-Payment Notification.

## Collection profiles

Find out how debt collection works in 50 key markets.

Use the map to navigate to the country of the buyer. The full collection complexity profile can be downloaded at the bottom of each country's page.

**SEE THE PROFILES**



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