coface PKZ

FREQUENTLY ASKED QUESTIONS AND ANSWERS

NOTIFICATION OF OUTSTANDING RECEIVABLES THROUGH THE COFANET APPLICATION

How can I enable Notification of Overdue Account via Cofanet such as e.g. reporting delays, claims?

You need to activate the corresponding Cofanet profile to submit the Notification of Overdue Account. If you do not have one, contact your account manager.

When is a Notification of Overdue Account submitted as a notification of delays, recovery or claims?

Due to the insurance contract, the customer is obliged to report the Notification of Overdue Account immediately through Cofanet, and no later than within 10 days from the start of the recovery procedure or receipt of payment by the debtor for whom you previously submitted it. The customer may also report claims for delay at any time before the deadlines specified in the contract.

What do I need to submit a Notification of Overdue Account via Cofanet?

1. Online access
2. Cofanet profile activated
3. Data on the debtor or. to the buyer

Is it possible to import all customers in one file? Can we record the information in the Late Payment Notice and attach the documentation for several debtors together?

For each customer or. the debtor is notified separately.

How do I find a debtor for whom I want to file a Notification of Overdue Account?

Based on the debtor's information (name, registration number, tax number), the debtor can be found in the debtor's search engine or customer list. If the search engine does not show results, we create a new customer or. debtor in Cofanet.

How to submit the notification, if the debtor or. can't find a buyer in Cofanet? What about automatic limits or DCL limits?

In the event that you do not have to submit a notice of delay in the cases described, contact your account manager.

There are 4 items on the file for importing the data on the report of the delay (content of the claim), which one to specify?

There are 4 items available to you (Charge for overdraft - Invoice costs, Invoice - Invoice, Outstanding balance on invoice - Default, Penalty for late payments - Default interest). Choose the right item sensibly.

Which invoices are included in the notification (all if one is more than XY days late or only those who are more than XY days late, ...)?

We suggest that you enter all outstanding receivables on the day of registration. The first entry is necessary before the expiration of the terms under the insurance contract, later you can update the existing ones and add new overdue receivables.

What happens when a customer first notifies a Notification of Overdue Account, e.g. two invoices for one customer, and after a few days the balance changes, eg. the customer pays part of the first invoice. When and how do we notify you of a change in the situation?

We suggest that you enter partial repayment information through Cofanet. It makes sense to carry out the latter on an ongoing basis, but no later than the date of submission of the Claim.

What to do if we inform you e.g. March about the delay of two accounts, do we then have to inform you further if there are no changes?

Is not necessary. When the deadlines for submitting a claim expire, you are obliged to update the data and attach the necessary documentation.

If we are obliged to submit a Notification of Overdue Account within the deadline only for overdue receivables over 90 days (eg 5 invoices, of which, for example, two are overdue over 90 days), and the third invoice expires in 1 month, how do I report it?

We suggest that you enter all outstanding receivables on the day of registration. The first entry is necessary before the expiration of the terms under the insurance contract, later you can update the existing ones and add new overdue receivables.

What to do if we do not want to use Cofanet to report Notification of Overdue Account?

The new default reporting format is set via Cofanet.

How can we obtain the opportunity for Coface to provide recovery services for us?

In case you want to carry out recovery with the help of Coface service, contact your account manager.

When is a claim for damages deemed to have been filed?

You submit your claim through Cofanet together with the attachments. Submit the claim form to the "Other" folder on Cofanet under the Notification of Overdue Account. Submit attachments to the folders on Cofanet.

Does PKZ pay the damages independently or do you still expect the customer to demand payment?

In accordance with the contractual provisions, the party is obliged to demand payment in the form of a statement. The client's statement or. the claim form is submitted via Cofanet.

How can we file a claim for damages if the insurance contract has been terminated?

Cofanet is available for another 2 years after the end of the contract.

How do we inform you about the payments received after the payment of the received insurance benefit?

Through Cofanet, you can always, even after paying the insurance premium, report the received payment - recourse. We will disable the functionality when we jointly assess that we have used all the possibilities of recovery and the probability of receiving repayments.

What to do if the recovery starts before the deadline under the contract? How to edit it via Cofanet?

You may enter a Notification of Overdue Account at any time after the due date of the claim together with proof of recovery. The deadlines for filing claims in recovery run in accordance with the insurance contract.

How do we report recovery costs?

Report the costs of recovery, just like any other overdue receivable, and enclose the completed Request for Reimbursement of Recovery Costs form with attachments.

What is the significance of the icons in Cofanet?

The meaning of each icon can be seen by hovering over the icon with a computer mouse.

Is e-enforcement also already a recovery?

Yes. You attach the proof of e-enforcement to Cofanet.

Where to put the proof of recovery? Into what type of collections?

Upload all attachments to the appropriate folders. In case you are not sure, we suggest that you put it in the Other folder.

What does it mean if I see in Cofanet "Request a request for recovery" or. RFI?

Not relevant. According to the insurance contract, the client does not use this option. You can contact your account manager for more information.

Did we receive an "error" notification when entering the required fields? How can we identify the cause of the error?

Check that you have entered all the required information for the application correctly.