

1. 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

https://youtu.be/Np9r_a13pZQ?si=ldZCorSEfglkEpVD



2. For filing claim

<https://youtu.be/IV9nbSZ2P38?si=FLvbT-HFA-yqebst>



2. 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.

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/>
