



# The new ACT portal

ACREDIA Customer Tools:

Manage all the important items on your credit insurance to-do list with the latest apps.

# The new ACT portal: Modern, practical and simple

From credit assessment applications through to claim notifications, it is now easier than ever to manage your policy online. Thanks to ACREDIA Customer Tools, you can tick off your credit insurance to-do list easily and conveniently at a time that suits you.

User-friendly, clear and intuitive – that's our new ACREDIA Customer Tools (ACT) in a nutshell. The portal combines various apps offering a simple and convenient way to complete all key tasks around credit insurance.



**The new ACT portal is user-friendly, clearly designed and intuitive.**



**Tick off all the items on your credit insurance to-do list 24-hours a day, no matter where you are.**



**The entire ACT platform is available in both German and English.**

## Insured by the market leader

With a total market share of more than 50 percent, ACREDIA is Austria's leading credit insurance provider. The independent Austrian credit insurer impresses with all the expertise you expect from a global market leader and motivated specialists where you need them.



# Take advantage of a wide range of features with these ACT portal apps:



## User management

- There are two user categories: superusers, who are granted more extensive authorisations, and standard users. One or more superusers can be defined at the customer's request.
- Superusers can create new users and edit existing ones, as well as granting or removing write/read access rights for individual apps and policies. It is also possible to adapt authorisations for specific specialist areas such as submitting limit applications or reporting claims.
- The 'user management' app is only visible for superusers.



## Declaration of Outstandings and Turnover

- Information that forms the basis for the monthly premium calculation can be easily reported online.
- Clear layout: The app displays which reports are currently pending, grouped by contract and category.



## Limit

- Search for partners in the comprehensive ACREDIA databases.
- Submit credit limit applications conveniently online.
- Manage credit limits and partner data easily and conveniently.
- Your current portfolio at a glance: decisions, credit limits, gradings of insured customers, application statuses, etc.
- Credit rating fees overview: See which credit rating fees will become due in the coming months.
- Download a list of all credit limits as a pdf. or csv. file.
- Download the most recent credit limit notification.



## Overdue

- Report and update overdue payments online.
- Optimal overview of submitted reports, including history and status.
- Overview of key reporting requirements.
- Download a list of reported cases where the maximum extension period has been exceeded as a pdf. or csv. file.



## Claims

- Submit your claim notifications online using this app.
- The app shows which documents are required to process a claim, based on the insured event in question.
- Maximum flexibility: Documents required for claim notifications can be uploaded to the app at any time or submitted at a later date.
- Request status of claim notifications.
- Recall details of closed claims.
- See which ACREDIA Claims Account Manager is processing the current claim and contact them directly.



## Interested in finding out more about the ACT portal from ACREDIA?



For more information or to make an appointment, contact us on **+43 (0)5 01 02-5555** or email us at **[customer.relations@acredia.at](mailto:customer.relations@acredia.at)**.

We look forward to hearing from you!

**[www.acredia.at](http://www.acredia.at)**

For information concerning data protection, please see the Privacy Policy on our website.

**ACREDIA Versicherung AG**

Himmelfortgasse 29, 1010 Vienna, Austria, Tel. +43 (0)5 01 02-0, [office@acredia.at](mailto:office@acredia.at), [www.acredia.at](http://www.acredia.at), Legal Seat: Vienna, Vienna Commercial Court (Handelsgericht Wien), FN 59472 i, VAT: ATU 15367608, IBAN: AT23 1100 0004 0064 9000, BIC: BKAUATWW, CID: AT30 ZZZ 000 0000 8320