AIG QUICK REFERENCE GUIDE

TradEnable Portal
Request a New Buyer Limit

Overview
As a Broker or Client, you can search for and request a new buyer limit via the TradEnable insured portal.

TradEnable allows you to search for a Buyer using the Buyer Search database to help identify the correct entity. If the Buyer does not appear in the Buyer Search results (e.g. for a new company), then you can add them as a Temporary Buyer pending AIG validation.

Search for new Buyer
The insured can view the portfolio of current Credit Limits, pending Credit Limit requests, and temporary Credit Limits. The insured can access a Buyer file, manage information related to the Buyer, and consult the Credit Limit history and the detail of the current Credit Limits.

To search for a new Buyer, you have two options:
1. From the Action icon’s menu.
2. Click the Add a Buyer option.

or

1. Access the Portfolio tab in the Insured portal.
2. Click the Add Buyer button at the bottom of the Portfolio.
3. Enter the SEARCH DETAILS for the Buyer you wish to add, ensuring you have set the Country dropdown correctly.
4. Set the Sort by parameters (optional).
5. If you want to see all branches of a Buyer in your search results, check the With branches checkbox.
6. Click the Submit button to initiate a search.

Buyer Search
Add a new Buyer

Once you have run your search, a list of Buyers will appear in the SEARCH RESULTS section of the same screen.

Where the entity is a Head Office, a House icon will appear to the far right of the company name.

To add a Buyer:
1. Enter your own reference in the Buyer ref field. (Optional)
2. If the Buyer is a prospect, check the Prospect checkbox.
3. Click the Save button. The Buyer Identity tab will appear.
4. Click the Services button.
5. Click the Credit Limit button.
6. Please refer to the Changing a Buyer's Credit Limit guide for more information on how to request a Credit Limit for this Buyer.

NOTE: SELECT THE RIGHT ENTITY

Temporary Buyers

If the Buyer you have searched for does not appear in the search results, then you can manually create a Temporary Buyer. Once you create a Temporary Buyer request an AIG Underwriter will attempt to identify the entity and make it a permanent Buyer in TradEnable.

If the underwriter is able to identify the Buyer, then the request will be validated and follow the usual workflow. If the company cannot be found, the request will be cancelled.

To create a temporary Buyer:
1. Remain on the search results page.
2. Click the here hyperlink below the search filters to the left of the screen. The MANUAL IDENTIFICATION form will appear in the same screen.
3. Enter all available information about the Buyer.
4. Ensure that you have selected the correct Country.
5. Include any comments relating to the Buyer (e.g.: ‘New Company’).
6. Attach any relevant files to evidence the request.
7. Click the Submit button.
8. Click the Services button.
9. Click the Credit Limit button.
10. Please refer to the Changing a Buyer's Credit Limit guide for more information on how to request a Credit Limit for this Buyer.

Hyperlink to add a temporary Buyer