



**CREDIT GUARANTEE**  
ENABLING GROWTH WITHOUT RISK



**Atradius**

## CREGALINK – FAQ'S

### For new users:

Credit Guarantee's CregaLink gives you immediate online access to your policy. This unique system has been specifically designed to:

- eliminate time-consuming paperwork;
- increase your flow of policy related information;
- reduce time spent on policy administration; and
- save costs.

With a click of the mouse, you are logged onto our policy administration system. The real beauty of the system is speed.

You can obtain credit cover almost instantly on known debtors; update your current policy status or even access buyer details on local and foreign company debtors.

Strict confidentiality is an intrinsic part of Credit Guarantee's operation. We make use of L@wtrust digital certificates to ensure that access via CregaLink is restricted to authorised personnel only. Our screening process forms part of our Charter with Entrust. Kindly note that in terms of L@wtrust requirements, the digital certificate issued to you will be renewed annually. If your certificate has expired please contact the CregaLink helpdesk: [cregalink@cgic.co.za](mailto:cregalink@cgic.co.za).

For added security please do not give out your username and password as this gives access to CregaLink from any pc at any time.

CregaLink is available weekdays from 7am until 6pm at no cost to you however CregaLink is not available on weekends and public holidays. There are charges levied on 1- or 2-day responses, kindly contact your underwriter for assistance.

### What facilities are available to reduce my policy administration?

- Check on buyers.
- Apply for new credit limits online.
- Get access to current and historical credit limit applications.
- Submit declarations.
- Obtain instant information on policy status (Policy Schedule).
- Automatic underwriting.
- Lodge a claim.
- Accept proposed settlement of claims.
- Obtain status of new, pending and settled claims.

### What are the minimum requirements to access CregalLink?

Please note that CregalLink is optimised for Internet Explorer 8 and above, Mozilla Firefox 12 and above and Safari 5.1, and is best viewed at a minimum screen resolution of 1024 X 768 pixels.

#### Please note:

Various alternative options exist to upgrade and/or install the latest versions of internet browsers from a number of internet service providers (ISP's).

Supported platforms are: Windows XP and higher, Tablets: IPAD iOS 6 and higher

Certificates can be installed on IPADs, (any of the three versions) provided that you have iOS 6 and higher however certificates cannot be installed on other tablets at this stage.

### How do I get started?

Step 1: Ensure that you meet the minimum requirements.

Step 2: Email Credit Guarantee all the information stated below.

### What information do I need to email to Credit Guarantee?

Email Credit Guarantee the following details of the user to [cregalink@cgic.co.za](mailto:cregalink@cgic.co.za):

- First name and surname
- Telephone number
- Email address (as more than one person may want to be linked to the policy)
- Policy number/s
- Version of browser
- Version of Windows platform/OS

### On receipt of this information Credit Guarantee will contact you and assist you with step 3 and 4.

Step 3: Apply for an L@wtrust Digital Certificate Step 4:

Access the CregalLink application

### For existing users

**Please note:** if we have not covered your query here, please refer to the helpful tools or the Administration Guides on CregalLink, or email us: [cregalink@cgic.co.za](mailto:cregalink@cgic.co.za)

- How to load new banking details/postal address and a new buyer? This is extensively covered in the helpful tools within the Credit limit Application process
- How to get an annexure? Please contact your underwriter. You will find the underwriters details under Policy Details
- Can I receive my responses via email? Not at this stage
- If you make a mistake on an application or a declaration that you have already submitted and would like to rectify it, please contact your underwriter. You will find the underwriters details under Policy Details