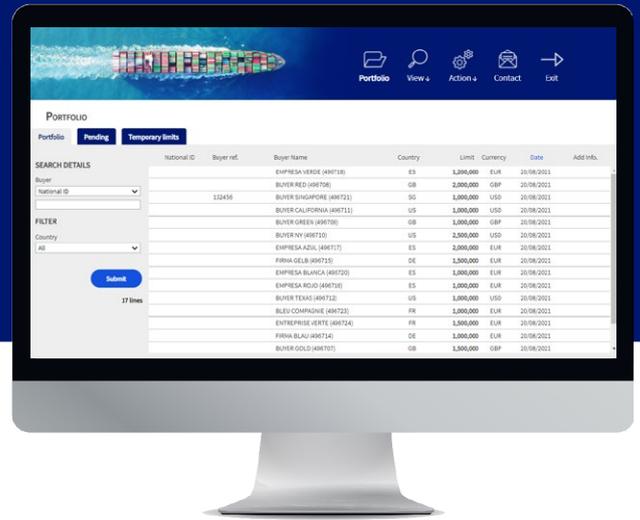**AIG QUICK REFERENCE GUIDE**

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.

Buyer Search

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

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.

Buyer search results

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 follow the usual workflow. If the company cannot be found, the request will be cancelled.

Hyperlink to add a temporary Buyer

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