



E-Serve No.: 137 of 2025 | Date: July 29, 2025

Sub: ECGC – Enhanced customer support & online services

Dear Member,

The Council has received a communication from ECGC Ltd. announcing enhanced customer support and digital services for exporters (as listed below), offering benefits to members of the trade availing or planning to avail ECGC cover.

1) Common Facilitation Centre

As part of this initiative, a Common Facilitation Centre has been set up at ECGC Head Office, 3rd Floor, ECGC Bhawan, Mumbai.

Nodal Officer for coordination:

Shri Rajesh Modak, AGM

Tel: [022-66590770](tel:022-66590770); Mob: [8433600770](tel:8433600770) (during office hours);

Email: facilitationcentre@ecgc.in.

2) Video Conferencing (VC) Facility

- Regular VC sessions for stakeholders: Monday to Friday, 10:30 AM – 11:00 AM (check the link given on ECGC website: www.ecgcltd.in)
- On-demand VC: Available at Regional Offices and DGM-headed branches on request through your BO/RO.

Both the above facilities aim to address grievances, queries and feedback from customers and stakeholders. For complaints, queries, or suggestions, exporters may also contact the Grievance Department (ECGC-Grievance@ecgc.in).

3) ECGC SMILE Online Customer Portal

This one-stop digital portal provides a wide range of online services to exporters / bankers which includes:

- Apply for Export Credit Insurance Policies online
- Submit Credit Limit Applications
- File Shipment Declarations with ease
- Submit Grievances and monitor resolution progress

- Submit Claim Proposals and track their status
- Access and download Policy Documents and related records
- Track the status of applications and transactions in real time

To access these range of services specially designed by ECGC for exporters to ensure greater efficiency, transparency and ease of use, you may log in at www.ecgcltd.in. For tutorials and guides, visit ECGC's YouTube channel: @ecgcltd7016.

Members may kindly make use of the above facilities provided by ECGC.

Regards,

Dr. Siddhartha Rajagopal
Executive Director

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