How to Send Message to Bank if Guarantee is Not Processed as per Application?

Step 1: Locating the Guarantee correspondences message option on iTrade

- Select **"Trade Services"**
- Select **"Outward Guarantee"**
- Select **"Correspondences & Claims"**
- Select **" From Existing Guarantees"**
- Select **"Search"**

Step 2: Sending the correction message to Bank...

- Locate the **System Id** and guarantee details which the correction message to be sent
- Select **Message Type** as **Correspondence**
- write the required correction message under **Customer Instructions** and use **"Add a File"** if any file to be attached
- Click **"Submit"**

♦ | Trade Services | Queue | Administration   ★

Guarantee Initiation	⌄
Guarantee Amendment	⌄
Correspondences & Claims	⌃
For Existing Guarantees	
Claim Processing	
Action Required	
Draft Transactions	
Pending Authorization	
Pending Guarantees	
Guarantee - Inquiry	
Guarantee - Maintenance	⌄

Create a Free Format Message

▶ Tasks   [Save] [Submit] [Cancel] [Help]

General Details

System ID: B021080000000243
Customer Reference: B0263
Bank Reference: OL02100237-30
Request Date: 04/08/2021
* Message Type: Correspondence ⌄
Expiry Date: 04/08/2022

[Show Form Summary ; Top]

Free Format Message

* Customer Instructions:

Attachments (Max 5 files and 1 Mb each)

No files

[Add a file]

[Save] [Submit] [Cancel] [Help]