

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**"

The screenshot shows the iTrade interface for the Commercial Bank of Dubai. The user is logged in as 'FIRSTNAME OF 161155, LASTNAME OF 161155, / 1138234'. The navigation menu includes 'Trade Services', 'Queue', and 'Administration'. The 'Correspondences & Claims' section is expanded, showing 'For Existing Guarantees' as the selected option. The search results page is titled 'List of Existing Outward Guarantees' and features a search form with fields for System ID, Entity, Entity/Applicant Name, Bank Ref, Beneficiary Name, and Ccy. A 'Search' button is located below the form. Below the search form, there is a table with 1 row of data and 9 columns: System ID, Entity, Entity/Applicant Name, Bank Ref, Beneficiary Name, Ccy, Amount, Issue Date, and Expiry Date.

System ID	Entity	Entity/Applicant Name	Bank Ref	Beneficiary Name	Ccy	Amount	Issue Date	Expiry Date
8621080000000263	1138234	RAM NO 1138234	062100231-30	Ashawi I	AED	25.00	04/08/2021	04/08/2022

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**"

- 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

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General Details

System ID: 802108000000263
Customer Reference: 80263
Bank Reference: 0402100231-30
Request Date: 04/08/2021
* Message Type:
Expiry Date: 04/08/2022

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Free Format Message

* Customer Instructions:

Attachments (Max 5 files and 1 MB each)

No files

[Add a file](#)

[Save](#) [Submit](#) [Cancel](#) [Help](#)