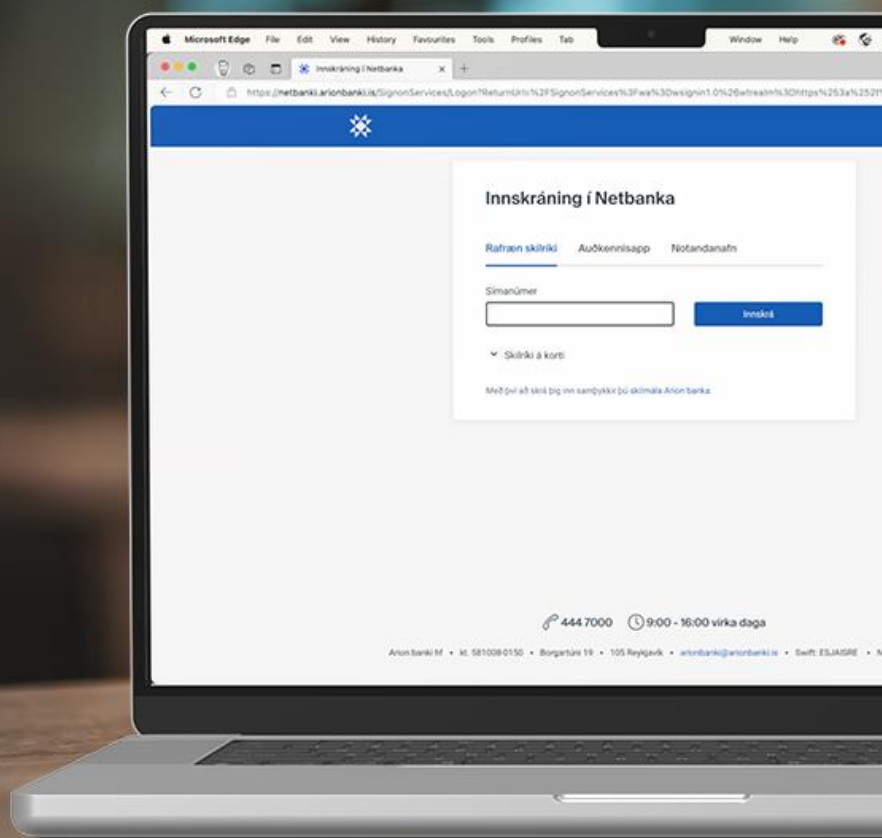




# Claims service in Arion Online Banking





## Claims service in Arion Online Banking

|  |           |
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## Location of Claims service in Arion Online Banking.

Once an agreement has been signed and access to the service set up, the **Claims** service appears in the menu on the left-hand side of Online Banking.

|                   |
|-------------------|
| Claims            |
| Claim search      |
| Create a claim    |
| Bulk registration |
| Claims templates  |
| Reports           |

## Claims search

In order to search for a claim, click on “Claims search” in the left-hand menu.

Tilraunakennitala Arion banka

Statements

Transactions

Batch payments

Securities

Claims

**Claim search**

Create a claim

Bulk registration

Claims templates

Reports

International transactions

Products

Settings

### Claim search

Further instructions on the use of the service can be found in the [user manual](#). If you require any assistance or further information, please contact the Call Centre on (+354) 444 7000, web chat on Arion bank website or send us an email to [fyrrtaeki@arionbanki.is](mailto:fyrrtaeki@arionbanki.is)

Payer's ID-No.

Status

Unpaid

Collection status

All statuses

Claims template

001 | 0300 | Subscription...

Date from

01.08.2024

Date to

05.07.2025

Reference date

Due date

Claim number (6 digits)

Today

Yesterday

± Week

± Month

± 6m

± 12m

Get

#### Claims

50 rows 

Print

| <input type="checkbox"/> Payer                                    | Payer's ID-No. | Claim number   | Due date   | Final due date | Status | Amount      |
|---|----------------|----------------|------------|----------------|--------|-------------|
| <input checked="" type="checkbox"/> Gervimaður Noregur            | 010130-2129    | 0300-66-916694 | 01.05.2025 | 20.06.2025     | Unpaid | 7.000 kr.   |
| <input checked="" type="checkbox"/> Tilraunakennitala Arion banka | 660612-9980    | 0300-66-444643 | 01.05.2025 | 11.05.2025     | Unpaid | 400.984 kr. |

You can search for:

- ▶ ID number of payer
- ▶ Status – whether the claim is unpaid, paid or cancelled. It is also possible to select all statuses
- ▶ Status in collection process – whether the claim is in initial stage or secondary stage of collection. It is also possible to select all statuses
- ▶ Claims template – possible to limit to one claim template if creditor has more than one
- ▶ Reference date – whether dates (date from and date to) are selected with reference to final due date, due date, date claim was created or payment date



In the example below, a search has made for all unpaid claims from a specific payer and claims template and the reference date was the due date, 30.01.2024-02.02.2025.

Tilraunakennitala Arion banka

Statements

Transactions

Batch payments

Securities

Claims

Claim search

Create a claim

Bulk registration

Claims templates

Reports

International transactions

Products

Settings

National Register

Claim search

Further instructions on the use of the service can be found in the [user manual](#). If you require any assistance or further information, please contact the Call Centre on (+354) 444 7000, web chat on Arion bank website or send us an email to [fyritaeiki@arionbanki.is](mailto:fyritaeiki@arionbanki.is)

Payer's ID-No.  
6606129980

Status  
Unpaid

Collection status  
All statuses

Claims template  
All claims templates

Date from  
30.01.2024

Date to  
02.02.2025

Reference date  
Due date

Claim number (6 digits)

Today Yesterday  $\pm$  Week  $\pm$  Month  $\pm$  6m  $\pm$  12m

Get

Claims

50 rows

Print

| <input type="checkbox"/>            | Payer                         | Payer's ID-No. | Claim number   | Due date   | Final due date | Status | Amount      |
|-------------------------------------|-------------------------------|----------------|----------------|------------|----------------|--------|-------------|
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0300-66-444643 | 01.01.2025 | 11.01.2025     | Unpaid | 220.597 kr. |
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0300-66-255918 | 01.12.2024 | 11.12.2024     | Unpaid | 120.342 kr. |
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0300-66-444643 | 01.11.2024 | 11.11.2024     | Unpaid | 200.000 kr. |

You can also change the dates of the search:

Payer's ID-No.  
6606129980

Status  
Unpaid

Collection status  
All statuses

Claims template  
All claims templates

Date from  
30.01.2024

Date to  
02.02.2025

Reference date  
Due date

Claim number (6 digits)

Today Yesterday  $\pm$  Week  $\pm$  Month  $\pm$  6m  $\pm$  12m

Get

If you click on +/- week, the date range moves by a week from the date currently being viewed:

Payer's ID-No.  
6606129980

Status  
Unpaid

Collection status  
All statuses

Claims template  
All claims templates

Date from  
17.07.2025

Date to  
31.07.2025

Reference date  
Due date

Claim number (6 digits)

Today Yesterday  $\pm$  Week  $\pm$  Month  $\pm$  6m  $\pm$  12m

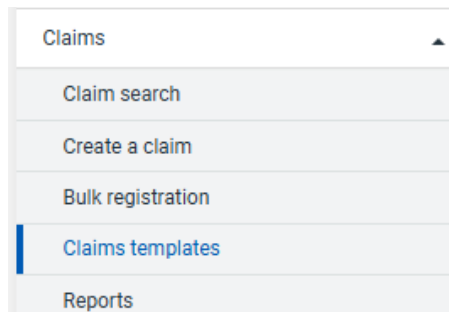
Get

3



## Claims template

The claims template determines how the claim is structured.



Here you can see whether default interest is calculated on the claim if it is paid after the final due date and into which account of the creditor the payment of the claim is made.

Under Claims template you can see the claims templates the user has created at the Bank.

To create a new claims template, click on “New claims template.”

### Claims templates

| <input type="text" value="Enter name, text code or account"/> |      |      |              |                     |            | <a href="#">Add claims template</a> |
|---|------|------|--------------|---------------------|------------|-------------------------------------|
| ID ^  | Bank | Name | Text key     | Disposition account | Last used  |                                     |
| ▼ 001   | 0300 |      | Subscription | 0301-26-660612      | 23.07.2025 | ⋮                                   |
| ▼ 001   | 0301 |      | Bill         | 0300-26-030000      | 18.06.2025 | ⋮                                   |

Here you need to fill in what account the payments should be made into and what type of collection it is. Under “Collection type” you can choose what kind of collection it is, e.g. invoice, membership fee or something else. If a different type of collection is required, please contact Corporate Services.



## Add claims template

### Information

Collection type

Bill

Claims template name (optional)

Bills

Disposition and debit account

0370-26-029865 | Fyrirtækjareikningur

### Notification and payment fees

Fee for paperless claim

124

kr.

Fee for printed claim

350

kr.

### Penalty interest

☒ Yes, calculated from due date if payment is made after final due date

☐ No

Back

Confirm

Please note that a claims template is created automatically without printing a payment slip and sending it to the payer. Please contact the Bank if you wish to change this. The same applies if the creditor asks for a default fee to be added to the claim amount if it is not paid at the right time. The due date and final due date of claims are set when the claims are created. Once you click on "Confirm", the claims template is ready for use.

| ID  | Bank | Name | Text key     | Disposition account | Last used  |                       |
|-----|------|------|--------------|---------------------|------------|-----------------------|
| 001 | 0300 |      | Subscription | 0301-26-660612      | 23.07.2025 |                       |
| 001 | 0301 |      | Bill         | 0300-26-030000      | 18.0       | Alter claims template |
| 001 | 0302 |      | Property tax | 0300-26-030000      | 14.0       | Hide template         |

If the user no longer uses a claims template, they can hide the template, which means it disappears from the menu when the claims template is selected when creating a claim. It is not possible to hide a claims template if there are unpaid claims on that particular template.

If you need to reactivate a template, you can go to "Hidden templates" click on the three dots behind the template and "Show template".

### Hidden templates

Enter name, text code or account

| ID  | Bank | Name | Text key | Disposition account | Last used |  |
|-----|------|------|----------|---------------------|-----------|--|
| 001 | 0318 |      |          | 0300-26-030000      |           |  |

Show template




Further instructions on the use of the service can be found in the [user manual](#). If you require any assistance or further information, please contact the Call Centre on (+354) 444 7000, web chat on Arion bank website or send us an email to [fyrirtaeki@arionbanki.is](mailto:fyrirtaeki@arionbanki.is)



## Creating claims

To create individual claims, select “Create a claim.” If you wish to create multiple claims at once, you can submit an Excel file or text file under Bulk registration. (see instructions below)

**Tilraunakennitala Arion banka**  
Linda Dagmar Halfréðsdóttir

Statements ▾

Transactions ▾

Batch payments ▾

Securities

Claims ▴

Claim search

Create a claim

Bulk registration

Claims templates

Reports

International transactions ▾

Products

Settings ▾

National Registry

Search in national registry

Search

### Create a claim

Claims template  
-- Choose claims template -- ▾

Payer's ID-No.

Name

Address

Postal code and town

Due date

Final due date

Cancellation date

Description of charge item

Amount  
 kr.

Add charge item

Settings and fees

Fee for paperless claim  
 kr.

Fee for printed claim  
 kr.

How is default interest calculated  
No default interest ▾

Payment rule  
Bills with the same number must be paid in due date order, the oldest first ▾

☐ Deposit payment permitted


Total without costs 0 kr.

Create claim

Once you have selected “Claims template” and you have saved settings for due date, final due date and cancellation date, these values will then appear automatically, but they can be changed in this menu if necessary.

When you press “Create claim” (blue button), the claim is created and confirmation appears.

### Claim created

The claim 0300-66-890154 has been created

|                           |                               |                            |       |
|---------------------------|-------------------------------|----------------------------|-------|
| Payer's name              | Tilraunakennitala Arion Banka | Bill                       | 7 kr. |
| Payer's ID No.            | 660612-9980                   | Capital                    | 7 kr. |
| Claims template code      | 001                           | Discount                   | 0 kr. |
| Disposition account       | 0301-26-660612                | Penalty cost               | 0 kr. |
| Claim number              | 0300-66-890154                | Other overdue penalty cost | 0 kr. |
| Register date             | 24.07.2025                    | Penalty interest           | 0 kr. |
| Due date                  | 05.08.2025                    | Notification fee           | 0 kr. |
| Final due date            | 12.08.2025                    | Other cost                 | 0 kr. |
| Cancellation date         | 04.08.2029                    | Balance due                | 7 kr. |
| Claim type                | Normal claim                  |                            |       |
| Text key                  | Subscription                  |                            |       |
| Status                    | Unpaid                        |                            |       |
| Is in direct debit        | No                            |                            |       |
| Deposit payment permitted | No                            |                            |       |

Create another claim with the same charge items and dates

Create another claim

To create another claim, you need to click on “Create another claim with them same charge items and dates” (it’s also possible to press “Tab” on the keyboard and then “Enter” and the



“Create claim” process starts again. Please note that the same claims template as in the first claim is selected automatically.

It is also possible to press “Create another claim with them same charge items and dates” to retain certain values.

### Create a claim

Claims template

001 | 0300 | Subscription | 0301-26-660612

Payer's ID-No.

Name

Address

Postal code and town

Due date

Final due date

Cancellation date

Description of charge item

Amount

Bill

7 kr.

Add charge item

^ Settings and fees

Fee for paperless claim

Fee for printed claim

How is default interest calculated

Payment rule

Deposit payment permitted

Total without costs 7 kr.

Create claim

If you need to create a claim but change the settings from the template, you can do so under “Settings and fees” as soon as the claim is created.

### Create a claim

Claims template

001 | 0300 | Subscription | 0301-26-660612

Payer's ID-No.

Name

Address

Postal code and town

Due date

Final due date

Cancellation date

Description of charge item

Amount

Bill

7 kr.

Add charge item

^ Settings and fees

Fee for paperless claim

Fee for printed claim

How is default interest calculated

Payment rule

Deposit payment permitted

Total without costs 7 kr.

Create claim





The example above shows a setting for a claims template where default interest is not calculated, but this can be changed for an individual claim if necessary.

## Changing claims

Click on “**Claims search**” to find a claim or claims which you want to change. You can search by payer, due date, final due date, date claim was created and you can also limit it to a particular claims template.

For example, if you wish to change the final due date on one claim, you find this claim, click on the three dots on the right-hand side and choose “Change”.

### Claim search

Further instructions on the use of the service can be found in the [user manual](#). If you require any assistance or further information, please contact the Call Centre on (+354) 444 7000, web chat on Arion bank website or send us an email to [fyrirtaeki@arionbanki.is](mailto:fyrirtaeki@arionbanki.is)

Payer's ID-No.  
6606129980

Status  
Unpaid

Collection status  
All statuses

Claims template  
All claims templates

Date from  
23.01.2024

Date to  
06.02.2024

Reference date  
Due date

Claim number (6 digits)

Today Yesterday ± Week ± Month ± 6m ± 12m

Get

Claims

50 rows Print

|                          | Payer                         | Payer's ID-No. | Claim number   | Due date   | Final due date | Status | Amount  |   |
|--------------------------|-------------------------------|----------------|----------------|------------|----------------|--------|---------|---|
| <input type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0307-66-712373 | 01.02.2024 | 20.02.2024     | Unpaid | 113 kr. | <div>Edit<br/>Cancel<br/>Send reminder<br/>Send collection letter<br/>Send to secondary collection<br/>View claim history<br/>Download payment note</div> |

Total

X Excel

444 7000 9:00 - 16:00 weekdays

Arion bank | ID 581008-0150 | Borgartún 19 | IS-105 Reykjavík, Iceland | Tel (+354) 444 7000 | [arionbanki@arionbanki.is](mailto:arionbanki@arionbanki.is)

If you want to change the final due date on more than one claim and they all have the same final due date, then tick the box in front of the claims, click on the three dots behind one and choose “Change (3)”. The figure in brackets is the total number of claims selected.



|   |                       |                                   |   |
|---|-----------------------|-----------------------------------|---|
| Payer's ID-No.<br>6606129980              | Status<br>Unpaid      | Collection status<br>All statuses | Claims template<br>All claims templates |
| Date from<br>23.01.2023                   | Date to<br>06.02.2024 | Reference date<br>Due date        | Claim number (6 digits)                 |
| Today Yesterday ± Week ± Month ± 6m ± 12m |                       |                                   | Get                                     |

### Claims

50 rows

Print

|                                     | Payer                         | Payer's ID-No. | Claim number   | Due date   | Final due date | Status | Amount  |              |
|-------------------------------------|-------------------------------|----------------|----------------|------------|----------------|--------|---------|--------------|
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0307-66-712373 | 01.02.2024 | 20.02.2024     | Unpaid | 113 kr. | <div>⋮</div> |
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0307-66-123222 | 01.12.2023 | 01.01.2024     |        |         |              |
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0307-66-123223 | 01.12.2023 | 01.01.2024     |        |         |              |
| <input type="checkbox"/>            | Tilraunakennitala Arion banka | 660612-9980    | 0300-66-112391 | 01.12.2023 | 20.12.2023     |        |         |              |
| <input type="checkbox"/>            | Tilraunakennitala Arion banka | 660612-9980    | 0300-66-122919 | 01.10.2023 | 12.12.2023     |        |         |              |
| Total                               |                               |                |                |            |                |        |         |              |

- Edit (3)
- Cancel (3)
- Send reminder
- Send collection letter (3)
- Send to secondary collection (3)
- Download payment note

The following screen appears regardless of whether you are working with a single claim or multiple claims. Enter a new date in “Final due date” and click on “Alter claims”.

### Breyta 3 kröfum

|                              |                   |
|------------------------------|-------------------|
| Final due date<br>31.07.2025 | Cancellation date |
| Description of charge item   | Amount<br>kr.     |
| Add charge item              |                   |
| Back                         |                   |
| Alter claims                 |                   |

### Claims

|                                     | Payer                         | Payer's ID-No. | Claim number   | Final due date | Status | Amount  |
|-------------------------------------|-------------------------------|----------------|----------------|----------------|--------|---------|
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion Banka | 660612-9980    | 0307-66-712373 | 20.02.2024     | Unpaid | 113 kr. |
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion Banka | 660612-9980    | 0307-66-123222 | 01.01.2024     | Unpaid | 200 kr. |
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion Banka | 660612-9980    | 0307-66-123223 | 01.01.2024     | Unpaid | 200 kr. |

The changes appear immediately in Online Banking. However, you must change the search criteria to find the claims again as the previous search does not apply to the new due date.



## Bulk registration

When you click on “Bulk registration” you can create claims by submitting an Excel file or text file. If you choose Excel, you can have ID numbers (Column A), ID number and amounts (Columns A and B) and then a claims template which is downloaded from the Bank’s external website.

You need to upload the file, then choose the type of file under “File type”. Next you need to choose “Claims template.” Once you have chosen the claims template, dates appear automatically in the lines below according to the settings in the template.

### Bulk registration

#### New bulk registration

Claims file  
 [Choose file](#)

File type:

Title:

Claims template:

Due date:

Final due date:

Cancellation date:

Gjaldaliður:

Amount:  kr.

[Continue](#)

When you click on “Continue” a screen appears with confirmation that the bulk registration has been received.

Once the creation of the claim has been approved, it appears in the list under “Previous bulk registrations”.

You can see immediately whether all the claims in the document were created or whether any were accidentally omitted, for example due to the incorrect ID number.

#### Previous bulk registrations

Date from:  Date to:  [Get](#)

| Title                               | Date       | Action        | Number | Processed | Error | Amount     |
|-------------------------------------|------------|---------------|--------|-----------|-------|------------|
| Kröfur - 09.04.2025                 | 09.04.2025 | Create claims | 1      | 1         | 0     | 24.397 kr. |
| Test kröfusniðmát                   | 18.03.2025 | Create claims | 1      | 1         | 0     |            |
| gbe-android test 27.2.2025 12:24:18 | 27.02.2025 | Cancel claims | 1      | 1         | 0     |            |
| gbe-android348 27.2.2025 12:23:03   | 27.02.2025 | Cancel claims | 1      | 1         | 0     |            |

[View claims](#)  
[Cancel all claims](#)  
[Response file](#)

To view claims with errors, click on “View claims with errors” if there are errors.



## Errors



| Payer's ID-No. | Claim number   | Due date ▼ | Error                                     |
|----------------|----------------|------------|---|
| 511090-1569    | 0370-66-204682 | 04.02.2025 | Claims template does not exist (RB_18060) |

Close window

Note that if the error is in the claims template, e.g. if the claim is supposed to have more than one fee item and the user fills in fee items 1 and 3, Online Banking rejects the entire document, even though three out of four claims are correct.

|   | A                   | B        | C       | D                                     | L              | M        | N             | O        | P           | Q        |
|---|---------------------|----------|---------|---------------------------------------|----------------|----------|---------------|----------|-------------|----------|
| 1 | Kennitala greiðanda | Aukanafn | Heimili | Póstnúmer og Sveitafélag (f aukanafn) | Gjaldaliður 1  | Upphæð 1 | Gjaldaliður 2 | Upphæð 2 | Gjaldaliður | Upphæð 3 |
| 2 | 6606129980          |          |         |                                       | Membership fee | 10       | Electricity   | 5        |             |          |
| 3 | 0101302639          |          |         |                                       | Membership fee | 100      | Electricity   | 50       |             |          |
| 4 | 6606129980          |          |         |                                       | Membership fee |          |               |          | Electricity | 5        |
| 5 |                     |          |         |                                       |                |          |               |          |             |          |

## Reports

Lists of reports are accessible in Online Banking, and they can be all be exported in Excel form. A payment list is accessible in Excel and in text file format.

### Reports

[Payment list](#) [List of debts](#) [List of defaults](#) [For secondary collection](#) [Year-end balance](#)

Claims template

Payer's ID-No.

Date from

Date to

All claims templates ▼

17.07.2025



24.07.2025



Excel

Text file

P141 Text file



## Cancelling claims

When you need to cancel a claim, find the relevant claim in Claim search, click on the three dots next to it and choose “Cancel”. You can cancel more than one claim at once by ticking the box in front of them.

|  |   |   |   |
|--|---|---|---|
| Payer's ID-No.                                       | Status                                  | Collection status                         | Claims template                                   |
| <input type="text" value="6606129980"/>              | <input type="text" value="Unpaid"/>     | <input type="text" value="All statuses"/> | <input type="text" value="All claims templates"/> |
| Date from  | Date to                                 | Reference date                            | Claim number (6 digits)                           |
| <input type="text" value="23.01.2023"/>              | <input type="text" value="06.02.2024"/> | <input type="text" value="Due date"/>     | <input type="text"/>                              |
| <div>Today Yesterday ± Week ± Month ± 6m ± 12m</div> |   |   |   |
| <div>Get</div>                                       |   |   |   |

### Claims

50 rows



| <input type="checkbox"/>            | Payer                         | Payer's ID-No. | Claim number   | Due date   | Final due date | Status | Amount  |  |
|-------------------------------------|-------------------------------|----------------|----------------|------------|----------------|--------|---------|--|
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0307-66-712373 | 01.02.2024 | 20.02.2024     | Unpaid | 113 kr. |  |
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0307-66-123222 | 01.12.2023 | 01.01.2024     |        |         |  |
| <input type="checkbox"/>            | Tilraunakennitala Arion banka | 660612-9980    | 0307-66-123223 | 01.12.2023 | 01.01.2024     |        |         |  |
| <input type="checkbox"/>            | Tilraunakennitala Arion banka | 660612-9980    | 0300-66-112391 | 01.12.2023 | 20.12.2023     |        |         |  |

Edit (2)  
Cancel (2)  
Send reminder  
Send collection letter (2)

A confirmation window then appears: 2 claims canceled.

## Reactivating claims

When a claim needs to be reactivated, find the relevant claim using the search function and then choose “Cancelled” in the field “Status”. When you click on the three dots, you can choose “Reactivate”. If you want to reactivate more than one claim, tick the boxes in front of the claims you want.

|  |   |   |   |
|--|---|---|---|
| Payer's ID-No.                                       | Status                                  | Collection status                         | Claims template                                   |
| <input type="text" value="6606129980"/>              | <input type="text" value="Cancelled"/>  | <input type="text" value="All statuses"/> | <input type="text" value="All claims templates"/> |
| Date from  | Date to                                 | Reference date                            | Claim number (6 digits)                           |
| <input type="text" value="23.01.2023"/>              | <input type="text" value="06.02.2024"/> | <input type="text" value="Due date"/>     | <input type="text"/>                              |
| <div>Today Yesterday ± Week ± Month ± 6m ± 12m</div> |   |   |   |
| <div>Get</div>                                       |   |   |   |

### Claims

50 rows



| <input type="checkbox"/>            | Payer                         | Payer's ID-No. | Claim number   | Due date   | Final due date | Status    | Amount    |  |
|-------------------------------------|-------------------------------|----------------|----------------|------------|----------------|-----------|-----------|--|
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0300-66-054451 | 01.02.2024 | 22.07.2024     | Cancelled | 1.234 kr. |  |
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0300-66-054454 | 01.02.2024 | 22.07.2024     | Cancelled |           |  |
| <input type="checkbox"/>            | Tilraunakennitala Arion banka | 660612-9980    | 0300-66-051125 | 01.02.2024 | 22.07.2024     | Cancelled |           |  |

Reactivate (2)  
Download payment note



## Secondary collection

When the creditor has made an agreement with a company on secondary collection, claims are either entered automatically into the secondary collection process or the creditor submits them manually depending on the agreement reached between the creditor and the secondary collection company.

If the creditor wants to send an individual claim for secondary collection, first find the relevant claim using “Claims search”, tick the box in front of it (possible to select more than one), click on the three dots next to the claim and choose “Send for secondary collection”. If no agreement has been made with a secondary collection company, claims cannot be sent for secondary collection.

**Claims** 50 rows

| <input type="checkbox"/> Payer                                    | Payer's ID-No. | Claim number   | Due date   | Final due date | Status | Amount  |
|---|----------------|----------------|------------|----------------|--------|---------|
| <input checked="" type="checkbox"/> Tilraunakennitala Arion banka | 660612-9980    | 0307-66-123223 | 01.12.2023 | 01.01.2024     | Unpaid | 200 kr. |
| <input type="checkbox"/> Tilraunakennitala Arion banka            | 660612-9980    | 0300-66-112391 | 01.12.2023 | 20.12.2023     |        |         |
| <input type="checkbox"/> Tilraunakennitala Arion banka            | 660612-9980    | 0300-66-122919 | 01.10.2023 | 12.12.2023     |        |         |
| <b>Total</b>  |                |                |            |                |        |         |

Excel

- Edit (1)
- Cancel (1)
- Send reminder
- Send collection letter (1)
- Send to secondary collection (1)**
- View claim history
- Download payment note

## Debt collection notice

It is possible to issue two different types of debt collection notice to the payer in respect of an individual claim. Firstly, “Reminder of unpaid payment slip” and secondly “Debt collection notice”.

Start by finding the relevant claim by using “Claims search”, clicking on the three dots next to the claim and choose “Send reminder” or “Send collection letter”.

**Claims** 50 rows

| <input type="checkbox"/> Payer                                    | Payer's ID-No. | Claim number   | Due date   | Final due date | Status | Amount  |
|---|----------------|----------------|------------|----------------|--------|---------|
| <input checked="" type="checkbox"/> Tilraunakennitala Arion banka | 660612-9980    | 0307-66-123223 | 01.12.2023 | 01.01.2024     | Unpaid | 200 kr. |
| <input type="checkbox"/> Tilraunakennitala Arion banka            | 660612-9980    | 0300-66-112391 | 01.12.2023 | 20.12.2023     |        |         |
| <input type="checkbox"/> Tilraunakennitala Arion banka            | 660612-9980    | 0300-66-122919 | 01.10.2023 | 12.12.2023     |        |         |
| <b>Total</b>  |                |                |            |                |        |         |

Excel


- Edit (1)
- Cancel (1)
- Send reminder**
- Send collection letter (1)**
- Send to secondary collection (1)
- View claim history
- Download payment note



## Claim history

You can see when a claim was created and the main changes to it. Find the claim using “Claims search” and click on “View claim history.”

### Claim search

 Further instructions on the use of the service can be found in the [user manual](#). If you require any assistance or further information, please contact the Call Centre on (+354) 444 7000, web chat on Arion bank website or send us an email to [fyirtaeki@arionbanki.is](mailto:fyirtaeki@arionbanki.is)

Payer's ID-No.  
6606129980

Status  
Unpaid

Collection status  
All statuses

Claims template  
All claims templates

Date from  
23.01.2023

Date to  
06.02.2024

Reference date  
Due date

Claim number (6 digits)

Today Yesterday ± Week ± Month ± 6m ± 12m

Get

Claims

50 rows Print

| <input type="checkbox"/> Payer                                    | Payer's ID-No. | Claim number   | Due date   | Final due date | Status | Amount  |
|---|----------------|----------------|------------|----------------|--------|---------|
| <input checked="" type="checkbox"/> Tilraunakennitala Arion banka | 660612-9980    | 0307-66-123223 | 01.12.2023 | 01.01.2024     | Unpaid | 200 kr. |
| <input type="checkbox"/> Tilraunakennitala Arion banka            | 660612-9980    | 0300-66-112391 | 01.12.2023 | 20.12.2023     |        |         |
| <input type="checkbox"/> Tilraunakennitala Arion banka            | 660612-9980    | 0300-66-122919 | 01.10.2023 | 12.12.2023     |        |         |
| Total   |                |                |            |                |        |         |

Excel

Edit (1)

Cancel (1)

Send reminder

Send collection letter (1)

Send to secondary collection (1)

View claim history

Download payment note

## Receipts

You can find new receipts for the claims service in the user's Online Banking account at the top of the page under “Statements – Electronic documents” and then click on “Other electronic documents” and “Claims”. Remember to change the dates from and to in order to search for the correct period. Then click on “Get”. Then there will appear receipts from Claim service.



## Electronic Documents

Electronic Documents

[Other electronic documents](#)

Date from

24.07.2024

Date to

24.07.2025

Get

Today Yesterday Week Month 6m 12m

## Payment slip in PDF format

A copy of a payment slip in PDF format can be obtained under Claims in Online Banking. To obtain a copy, click on “Claims search” and find the claim you want, click on the three dots and click “Download payment slip”. The original payment slip will then appear in PDF format.

### Claim search



Further instructions on the use of the service can be found in the [user manual](#). If you require any assistance or further information, please contact the Call Centre on (+354) 444 7000, web chat on Arion bank website or send us an email to [fyirtaeki@arionbanki.is](mailto:fyirtaeki@arionbanki.is)

Payer's ID-No.

6606129980

Status

Unpaid

Collection status

All statuses

Claims template

All claims templates

Date from

23.01.2023

Date to

06.02.2024

Reference date

Due date

Claim number (6 digits)

Today Yesterday ± Week ± Month ± 6m ± 12m

Get

### Claims

50 rows

Print

| <input type="checkbox"/>            | Payer                         | Payer's ID-No. | Claim number   | Due date   | Final due date | Status | Amount  |   |
|-------------------------------------|-------------------------------|----------------|----------------|------------|----------------|--------|---------|---|
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0307-66-123223 | 01.12.2023 | 01.01.2024     | Unpaid | 200 kr. | <div><div></div><div>Edit</div><div>Cancel</div><div>Send reminder</div><div>Send collection letter</div><div>Send to secondary collection</div><div>View claim history</div><div>Download payment note</div></div> |
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0300-66-112391 | 01.12.2023 | 20.12.2023     |        |         |   |
| <input checked="" type="checkbox"/> | Tilraunakennitala Arion banka | 660612-9980    | 0300-66-122919 | 01.10.2023 | 12.12.2023     |        |         |   |
| Total                               |                               |                |                |            |                |        |         |   |

Excel

Please note that if the claim has been changed since it was created, e.g. if final due date has been changed, it will only appear under “Unpaid claims” at the payer and not on this slip.





## Help

At Arion Bank we care about our customers and do our best to provide outstanding service. If you need any help or further information, please contact us via webchat on the Bank's website [www.arionbanki.is](http://www.arionbanki.is), by phone on 444 7000, by e-mail [corporate@arionbanki.is](mailto:corporate@arionbanki.is) for corporate customers or [arionbanki@arionbanki.is](mailto:arionbanki@arionbanki.is) for individual customers.