



ClaimsPay[®]

The Outbound Payments Processor of the One Inc Digital Payments Platform

Product Summary

ClaimsPay[®] is a proven digital payment solution that empowers insurers to disburse claim payments to anyone, using any method, and from anywhere. Built by insurers for insurers, ClaimsPay[®] increases customer retention, cuts costs, and reduces risk by delivering fast and secure digital payments through customers' preferred channels and methods.

Customer-Centric Insurers use ClaimsPay[®] to:

- ✓ **Improve customer retention** – Get funds into claimants' hands faster with digital payment methods and channels that will delight policyholders and boost retention.
- ✓ **Accelerate digital transformation** – Easily connect the SaaS-driven ClaimsPay[®] platform to your existing Guidewire, Duck Creek, Majesco, Insuresoft or legacy system without burdening your IT team.
- ✓ **Save time and money** – Streamline complex multi-party processes related to paying mortgagees, lienholders, vendors, and service providers with digital approvals, insurance-specific workflows, and self-service tools.
- ✓ **Simplify security and compliance** – Eliminate check fraud and keep your policyholders' sensitive data safe and compliant by storing payment information off your network.

How it Works

- 1 Integrate One Inc directly into your claims management system(s) using one of our accelerators, or via One Inc APIs.
- 2 When paying a claim, your claim adjusters notify every payee (claimants, vendors, service providers, lienholders, etc.) by email, text, or mail.
- 3 Email and text recipients click a link, authenticate themselves, approve the payment amount and method. Letter recipients receive a virtual payment card.
- 4 Payees receive funds through their payment method and channel of choice once all approvals have been collected.

Supported Use Cases

- ✓ Single and Multi-Party Claim Payments
- ✓ Vendor and Service Provider Payments
- ✓ Mortgagee Payments
- ✓ Lienholder Payments
- ✓ Premium Refunds
- ✓ Subrogation Payments

Supported Payment Methods



Features and Benefits

Smart core platform integration – Connect directly with ClaimsPay® by taking advantage of One Inc’s accelerators and strategic partnerships with Guidewire ClaimCenter®, Duck Creek Claims, Majesco Claims, Insuresoft Diamond Claims, and others.

Digital multi-party approvals – Approve complex multi-party claim payments digitally and issue all payments through your customers’ preferred methods and channels.

Customizable digital engagement tools – Trigger claim payment approvals and outbound notifications via email, text and IVR.

Secure customer portal – Allow your customers to service their claim payments and manage their payment preferences with a brand-compliant portal.

Streamlined lienholder payments – Transfer funds digitally to lienholders through One Inc’s extensive lienholder network. Distribute residual amounts to policyholders fast through their preferred payment methods and channels.

Simplified mortgagee payment process – Tap into One Inc’s mortgagee network and digital workflows to process homeowner insurance claims more efficiently.

Convenient field/CAT payments – Use One Inc’s field adjuster app to immediately issue reloadable CAT cards to claimants when disaster strikes.

Guaranteed vendor digital payment adoption – Never send another check to a body shop, healthcare provider, or claims attorney.

1099 reporting options – Let One Inc’s full-service option takes care of all your 1099 reporting needs.

Robust administrative portal – Perform all payment and finance functions within one portal, including transaction searches, reporting, reconciliation, routing, digital engagement, financial analytics, and more.

Dedicated payment support call center – Allow One Inc’s dedicated call center to handle all payment-related questions.

Check printing service – Let One Inc print and issue checks to any claimant who requests it.

Fully secure and compliant – Tokenize payment data and use two-factor authentication to keep sensitive data off your network. checks to any claimant who requests it.

About One Inc

One Inc, a Californian-based insuretech company, helps insurers modernize their operations by delivering a frictionless payment experience. The One Inc digital payments platform delights policyholders and streamlines internal operations to boost customer satisfaction, save time, reduce costs, and simplify security and compliance.

For more information, please visit www.oneinc.com or call 866.343.6940.