

**vpay** | The Total  
Payment Solution



Creating  
better payment  
experiences **for**  
**Property Insurers**

# Reduce your payment costs, deliver better payment experiences, and achieve a faster ROI

Today, your policyholders expect more connected and convenient payment experiences. With VPay, you can deliver—by taking advantage of a total payment solution that replaces inflexible payment processes and slow paper checks with safe, easy and convenient epayment options.

VPay increases the payment satisfaction of every policyholder you work with. But it also provides the tools you need to quickly boost payment efficiency, lower your payment costs, maximize your ROI and drive higher epayment adoption.

## Make payments easier with a mobile-friendly solution

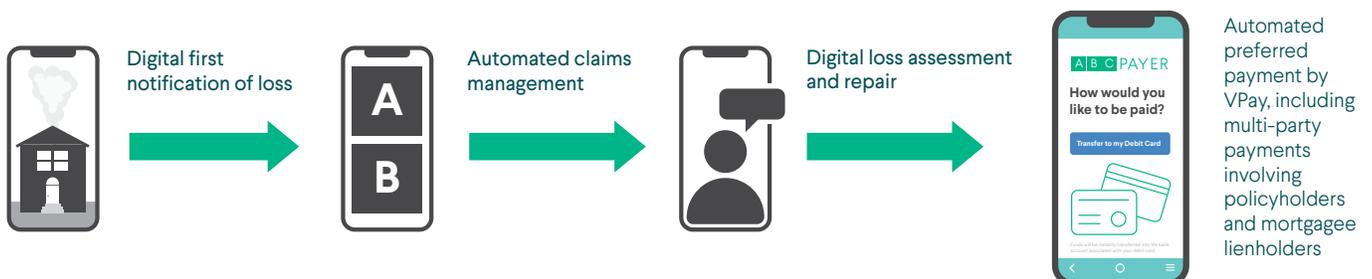
VPay makes it easy for policyholders to review claims, approve payments, and select their preferred payment type from any mobile device. VPay even offers the ability to manage and approve multi-party payments that involve policyholders and mortgage providers or lienholders.

## Faster payments = Happier Payees and higher retention

Payment is the final step in a complex, interconnected claims process. It's also the step your policyholders will remember most. VPay transforms this crucial "last mile" of the claims process by:

- Making it easy for policyholders to choose how they want to be paid, and encouraging them to use faster, more cost-effective epayment options.
- Providing a complete range of convenient payment options, including push-to-debit, ACH transactions, and paper checks.
- Offering a simple, mobile-expedited process for facilitating payments, including the ability to manage multi-party claim payments that involve policyholders and mortgage providers/lienholders.
- Protecting every transaction with built-in authentication and security.

VPay delivers better payment experiences, but it also saves you money. With no up-front costs, a shorter claim cycle that can reduce claim expenses like temporary housing costs, and other proven savings, our largest clients report **saving more than \$1,000,000 every year with VPay**. We're ready to help you do the same.



<sup>1</sup>Roland Li (May 9, 2019). "State wildfire insurance claims top \$12 billion". San Francisco Chronicle. p. D1.

# Outsource your claim payments to simplify management and increase profits

Partnering with a proven claim payment specialist like VPay has never made more sense. It's the fastest, most efficient way to streamline your payment processes, lower your costs and boost retention by delivering the best possible payment experiences for your policyholders.



## Reduce banking fees

Offload the hassles of dealing with positive-pay, stop pay, escheatment and other payment-related banking fees and management tasks, so you can focus your people and resources on more important priorities.



## Eliminate paper check costs

Move your policyholders from paper checks to faster, more efficient epayment options that eliminate the postage, printing and treasury costs associated with paper checks. Based on a long and proven track record of success, you will experience higher epayment conversion rates with VPay.



# 63%

of firms in the P&C space recognize **improving customer experience** as the top digital transformation goal.

Source: Aite Group: Business-to-Consumer Disbursements in the US: The P&C Insurer Opportunity, October 2019.

**100% of VPay** customers have reduced their printing and mailing costs and banking fees. We are ready to do the same for you.



## Gain always-on visibility into payments and transactions

VPay includes an “always on” portal that provides real-time visibility into all of your payment transactions. This gives you a single, unified system of record across payment types that you can use to track and reconcile payments more efficiently.



## Process payments efficiently from any location

Take advantage of a fully remote-enabled solution that allows you to manage, control and deliver claim payments more quickly and safely—without being tied to a physical location.



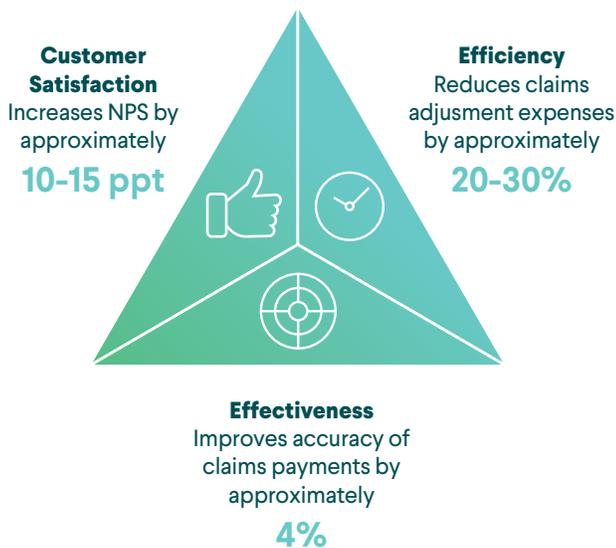
## Improve security and increase fraud prevention

VPay has a proven track record of keeping your policyholders' sensitive information safe and reducing payment fraud. This includes meeting all of the relevant security standards and certifications.



## Offer customers award-winning payment service and support

Whenever your policyholders have a payment issue or question, they simply call VPay's dedicated support center, and our team of award-winning service experts takes care of it. Because VPay handles every step of the claim payment process in-house, we are in the best position to address problems quickly and efficiently—usually with a single call.



### Effect of **digitization** on customer satisfaction, efficiency and effectiveness for an auto insurance claim

Source: McKinsey. *Digital Disruption in Insurance: Cutting Through the Noise.*

VPay makes this transition easy, helping you deliver better claim payment experiences to your customers, achieve faster multiparty approval, reduce costs and maximize ROI through higher epayment adoption.

## Get a faster ROI with QuickStart

The VPay QuickStart program exists for one reason: To deliver more claim payment value in less time. With QuickStart, we'll work with you to get your organization up and running on VPay's total payment solution, replace checks and reduce your claim payment costs, and boost epayment adoption—**all within 45 days.**

## Discover the advantages of a proven, complete payment platform

Not all payment solutions are created equal. With VPay, you get the most comprehensive and capable solution specifically configured for property insurers.

### Eliminate costs and offer payment flexibility

- ✓ Supports all payment types (checks, ACH and push-to-debit).
- ✓ Simplifies multiparty electronic endorsements and payments.
- ✓ Eliminates check print/mail costs.
- ✓ Significantly reduces lost costs by providing payment faster
- ✓ Offers unique payment preferencing that boosts epayment adoption and revenue sharing.
- ✓ Reduces banking and treasury fees.

### Boost efficiency and satisfaction

- ✓ Provides an online portal with real-time access to claim, payment and delivery data.
- ✓ Deliver remittance data with each service provider payment.
- ✓ Simplifies reconciliation.
- ✓ Integrates seamlessly with existing financial systems and workflows.
- ✓ Includes in-house "one call resolution" support for policyholders and service providers.

### Improved security and compliance

- ✓ Provides a single, unified system of record where all financial, claims and delivery data is securely stored.
- ✓ Improves security and reduces fraud.
- ✓ VPay is Nacha, PCI, SOC1 and SOC 2, and HIPAA certified.



**Partner with the trusted, proven  
claims payment leader**

When you partner with VPay, you tap into a proven, winning combination of patented technology, deep insurance industry expertise, and uncompromising service and support—all dedicated to delivering better payment experiences and saving you money.

Let us show you how we can configure the ideal payment solution for your business.

Call **855-VPAY-USA**  
or visit **vpayusa.com**  
to schedule your  
complimentary analysis.

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