

Visa Direct: VSPs Property & Casualty

October 03, 2017

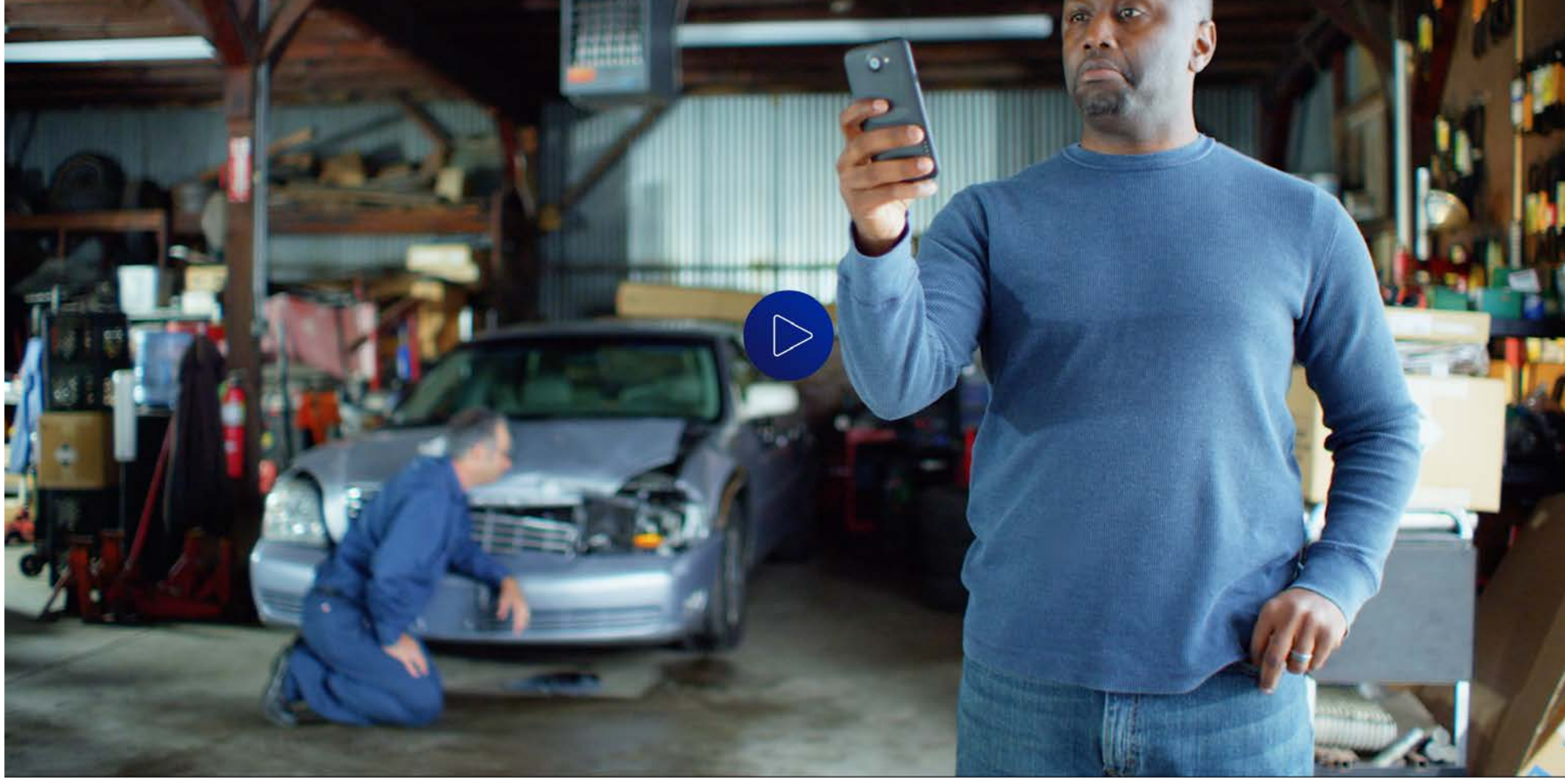
Real time Insurance
Claim Disbursements

Fast, convenient and secure way to pay claimants their settlement funds on the debit card they already carry

Get started with Visa Direct >

Explore how real-time disbursements¹ help relieve customers in their time of need

Total claim resolution time is crucial to claimant satisfaction. By enabling real-time disbursement of funds, resolution of approved claims is instant, improving claimant satisfaction.



Speed of settlement drives customer retention

Dissatisfactory claimant experiences do trigger customers to switch carriers

95%

Care most about speed

95% of insurance claimants cite speed as the number one factor in insurance company satisfaction¹

89%

Prefer using debit cards

89% of consumers would use their debit card for claim reimbursements²

83%

Switch insurers when dissatisfied

83% of dissatisfied claimants will leave their insurance company¹

¹ Source: Accenture The Digital Insurer Claims Customer Survey 2014.

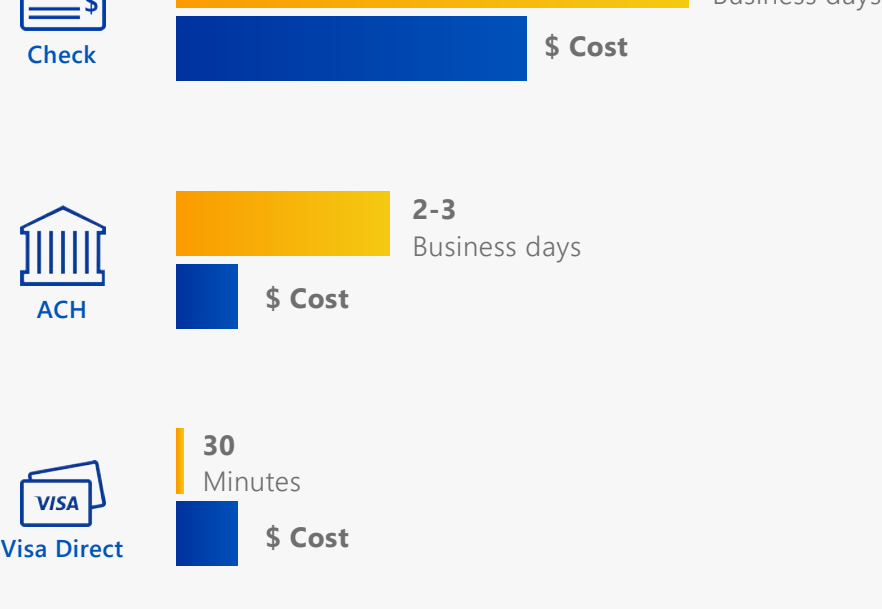
² Visa Internal Research, Consumer Fast Funds Disbursements, October 2016. U.S. debit cardholders with health insurance.

Settle claims in minutes, not days

Capture market share by eliminating payment delays

Attract and retain customers by offering faster, simpler payout experiences to help when they need it most. Compared to ACH and checks, Visa Direct enables resolution of claims in a fraction of the time. When surveyed consumers rate their satisfaction with paper check disbursements at 4.4 out of 100. Speed and convenience drive satisfaction, with Visa Direct funds are available to debit or prepaid cards within 30 minutes.

- 95% of debit and prepaid cards in the U.S. are already enabled
- Transactions & notifications process in real time providing immediate peace of mind
- Don't just compete on industry rates, lead the industry on customer experience



¹ Source: PYMNTS, Disbursement Satisfaction Index 2017.

Flexible implementations to suit the needs of your claimants

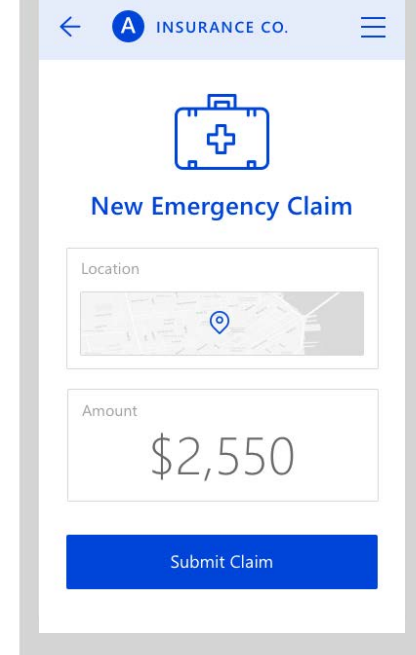
Meet the needs of claimants no matter when and where they arise

Build innovative new payout solutions

Visa Direct enables completely new payout solutions for insurance companies. From instant claims submission and settlement, to emergency customer funds transfer. Create new revenue opportunities through real-time solutions never before possible using Visa Direct.

Benefits

- New use cases
Visa Direct enables new and innovative real-time payment experiences in the P&C insurance industry
- New revenue opportunities
Expanded services and improved experiences can be offered at a premium, opening up new revenue opportunities.
- Brand differentiated services
Stand out from the competition with features that meet the demands of mobile device users.

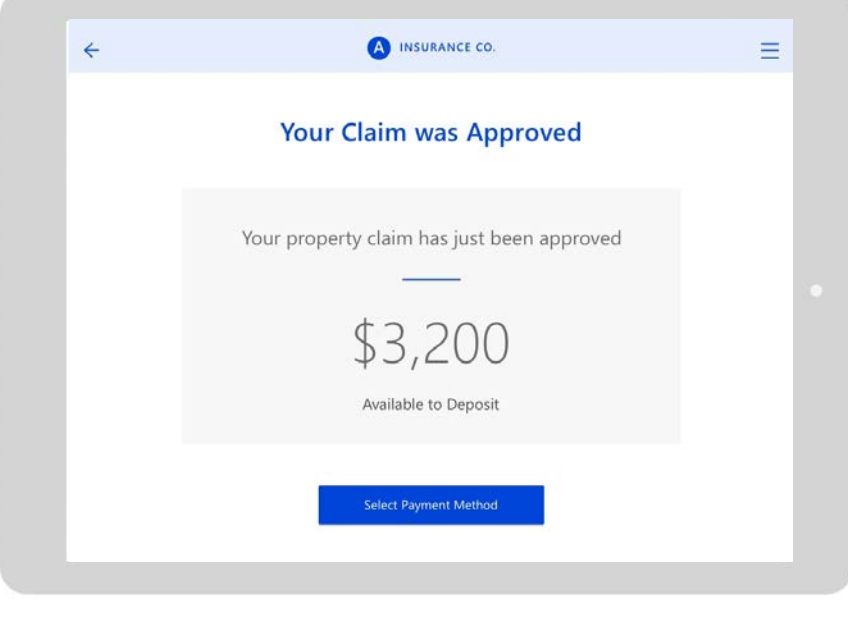


Add real-time payment options to existing payouts

Expand your payment options while reducing administrative expenses by adding real-time payment options to insurance payouts. Exchange yesterday's paper checks for today's digital speed while easily communicating the values and benefits to your customers.

Benefits

- Reduce paper admin costs
Electronic payments reduce the cost of administering paper payments.
- Improve customer convenience
Offer more convenient payment choices and improve your brand experience & satisfaction.
- Brand differentiated services
Provide differentiated services and remain ahead of your competition.

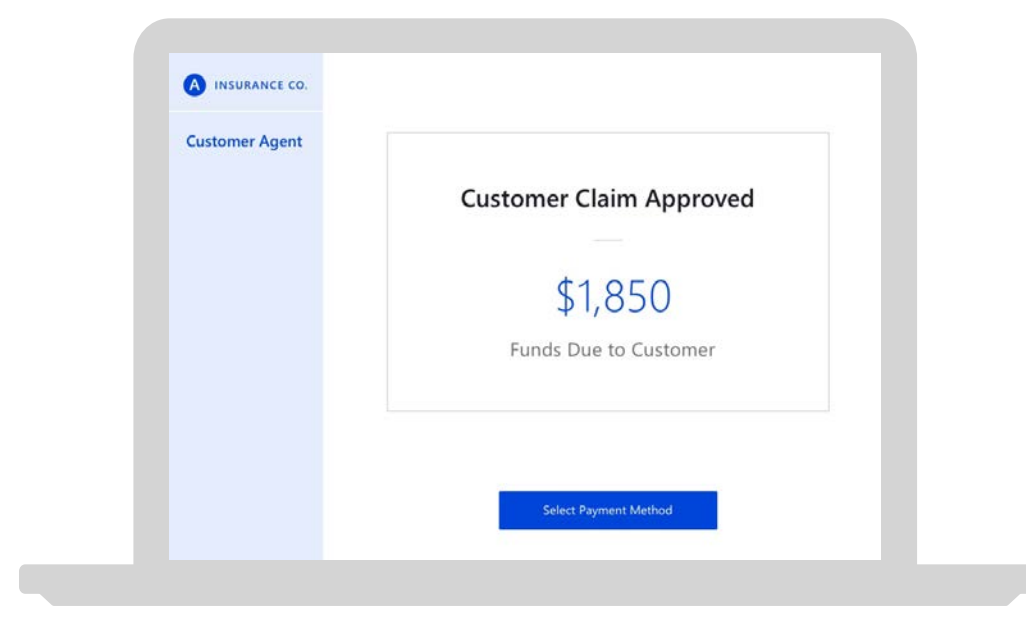


Enhance customer service operations

Seize optimal customer outcomes by resolving customer service issues quickly. Customer service representatives are enabled to offer customers real-time payment options while resolving their issues. Differentiate your organization's brand by saving your customers both time & money.

Benefits

- Reduce probability of losing customers
Visa Direct will enable instant resolutions of customer issues, improving positive outcomes.
- Mitigate negative PR risk
Cut the chance for poor PR with instant resolutions at the point an issue arises.



Solving real life problems with real-time speed

Visa Direct solves for many P&C industry pain points



Deploy bulk prepaid cards to disaster stricken towns & cities

Customer liaisons can rapidly receive and process claims, dispensing desperately needed funds on the ground.



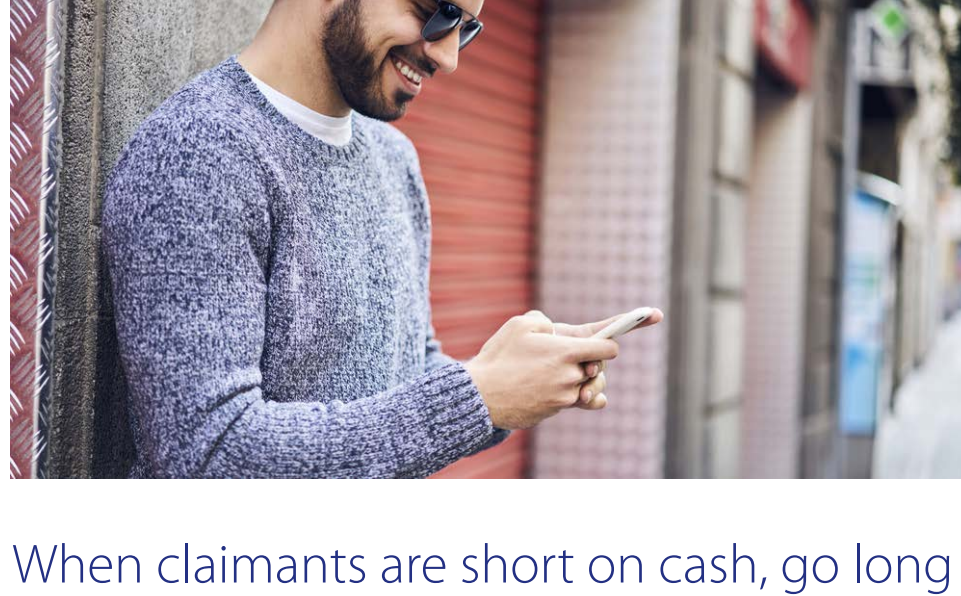
Rapidly reimburse stolen property claims while in adjudication

In the event of a robbery, seamlessly disburse theft replacement costs to your claimant's debit card for items like their TV, audio system, and jewelry.



Insurer-to-member preliminary claim disbursements

Disburse funds under a home or car policy to help cover expenses while claimants add follow up information as it becomes available.



When claimants are short on cash, go long on real-time solutions

Claimants need funds fast, optimal delivery of those funds is made possible by the global scale and speed of Visa Direct.

¹ Actual fund availability varies by financial institution. Visa requires U.S. issuers to make funds available to its cardholders within a maximum of 30 minutes of approving the transaction.

Get started with Visa Direct

The fast funds payment solution backed by one of the world's largest electronic payments networks.

Get Started with Visa Direct >