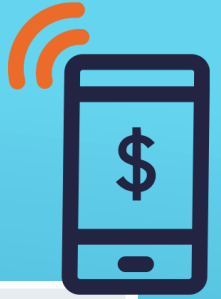


DIGITAL PAYMENTS!

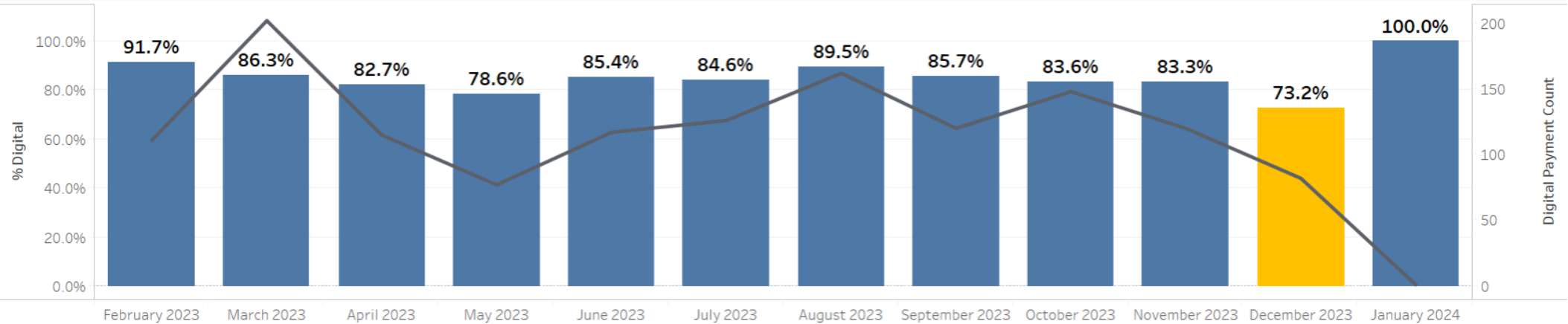


DIGITAL METRICS!!! 82% GOAL!!

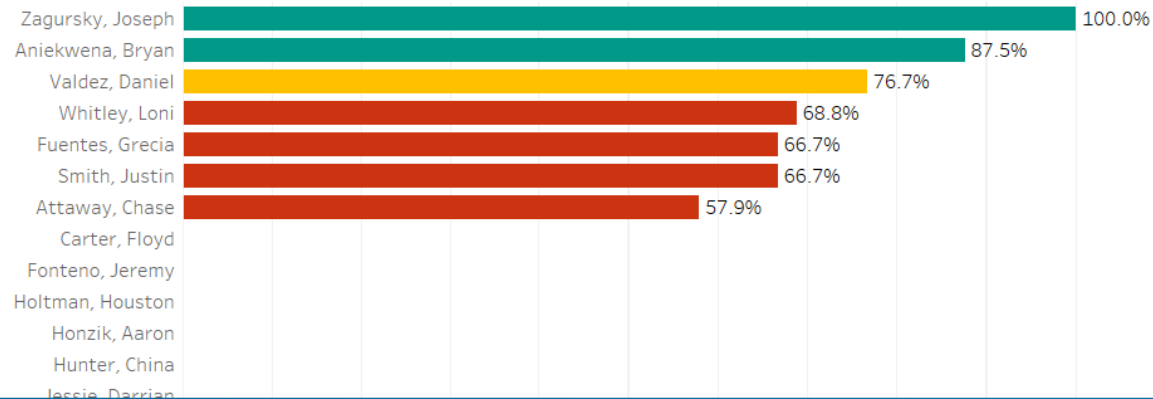


Office Digital Payment Against Payment Count: **RESOURCE 207**

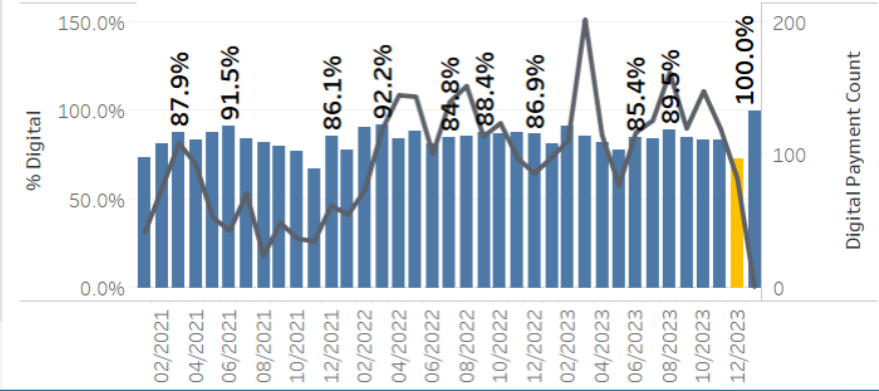
** Months will show in blue if Date Comparison filter is not set to YTD.



Digital Rate by Performer



Performer: All



WHY DIGITAL PAY



- ▶ Better customer service scores!
- ▶ Money in the bank faster so they can get repairs don't quicker!
- ▶ No lost checks!
- ▶ Easy!

DIGITAL PAYMENTS



- ▶ Digital Payments - Claims (rightanswers.com)
- ▶ Quick Card Pay (QCP)
- ▶ Fast Mobile ePayment (FMeP) (Zelle)
- ▶ Direct Deposit (EFT)

QUICK CARD PAY



- **Quick Card Pay is the preferred payment method when:**

- The payment will be issued to a single-party.
- The customer's debit card is a U.S. personal or small business debit card.
- The customer's debit card has the MasterCard, Visa or Discover logo.
- The person who is receiving the payment matches the participant on the claim tree and the name on the debit card.
- The payment is \$20,000 or less.
 - If the payment is over \$20,000, you can combine QCP with another payment option.
 - Some banks have an internal limit that is less than \$20,000.

- **Quick Card Pay Highlights:**

- Limited to payments of \$20,000.00 or below per line of coverage. The monthly cumulative limit for QCP transactions to one debit card is \$100,000.00.
- Payments are deposited directly to a customer's bank account using their debit card number.
- The payment is normally deposited in the customer's account within minutes.
- Customers can enroll in QCP on MyClaim.
- Payment cannot be cancelled.

FAST MOBILE EPAYMENT



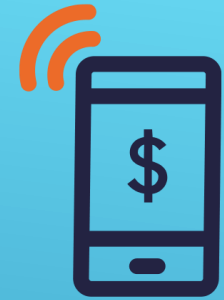
- **A payment qualifies for FMeP when:**

- The payment will be issued to a single-party.
- The customer's bank is a Zelle Member Bank or the customer has a personal U.S. debit card with the Visa, MasterCard or Discover logo.
- Can be issued for both one time and recurring payments.
- Casualty Claims: FMeP cannot be used in conjunction with payments issued from MBRS or Mitchell Decision Point for Medical Bills.

- **FMeP Highlights:**

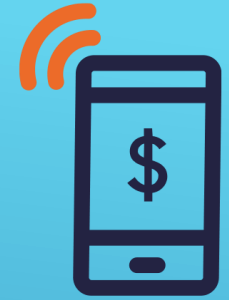
- The payment will be direct deposited into the customer's account using only the customer's email address or mobile phone number.
- The payment is normally deposited within two days or less.
- Customers can enroll in FMeP on MyClaim.

DIRECT DEPOSIT (ELECTRONIC FUND TRANSFER)



- **A payment qualifies for Direct Deposit when:**
 - The payment will be issued to a single-party.
 - The customer has a bank account number and routing number.
- **Direct Deposit Highlights:**
 - The payment will be direct deposited into the customer's account using their account and routing numbers.
 - The payment is normally deposited into their account within five days or less.
 - Customers can enroll in Direct Deposit on MyClaim

OPEN DISCUSSION AND LIVE DEMONSTRATION HOW TO SET UP DIGITAL PAY



- ▶ QUESTIONS?
- ▶ TALK PATHS?
- ▶ IF YOU ARE ABOUT TO ISSUE A SYSTEM CHECK, REACH OUT TO ME TO REVIEW IF YOU HAVE EXHAUSTED ALL OTHER OPTIONS! WE GOT THIS 207!!!