



# PremiumPay<sup>®</sup>

The Inbound Payments Processor of the One Inc Digital Payments Platform

## Product Summary

PremiumPay<sup>®</sup> is a proven digital payment solution that empowers insurers to accept premium payments through a frictionless digital experience without getting rid of existing core systems and processes. Built by insurers for insurers, PremiumPay<sup>®</sup> broadens policyholders' payment options, streamlines reporting and reconciliation processes, and ensures every payment meets world-class security and compliance standards.

## Customer-Centric Insurers use PremiumPay<sup>®</sup> to:

- ✓ **Improve customer retention** – Increase on-time payments and win your policyholders' loyalty by expanding their payment options and giving them control over their payment scheduling and preferences.
- ✓ **Accelerate digital transformation** – Easily connect the SaaS-driven PremiumPay<sup>®</sup> platform to your existing Guidewire, Majesco, Insuresoft or legacy system without burdening your IT team.
- ✓ **Save time and money** – Reduce manual, repetitive tasks, and automate reconciliation of payments recorded in your billing system and premium trust account with PremiumPay's<sup>®</sup> robust remittance and reconciliation tools.
- ✓ **Simplify security and compliance** – Keep your policyholders' sensitive data safe by capturing payment information with multi-step authentication and tokenization, and storing it off your network in full compliance with applicable regulations.

## Supported Payment Channels

- ✓ Payment Modal
- ✓ Payment Portal
- ✓ Mobile App
- ✓ Agency Bills
- ✓ Pay by Link
- ✓ Pay by Text
- ✓ Outbound IVR
- ✓ Inbound IVR
- ✓ Call Center

## Supported Payment Methods

- ✓ Credit Card
- ✓ Debit Card
- ✓ ACH
- ✓ Apple Pay
- ✓ PayPal
- ✓ Google Pay

## Features and Benefits

**Smart core platform integration** – Take advantage of One Inc's accelerators and strategic partnerships with Guidewire BillingCenter® & PolicyCenter®, Duck Creek, Majesco, Insuresoft, and others to connect directly with PremiumPay®.

**Convenient payment options** – Accept payments from anyone, any time, from anywhere, through any method. Enable policyholders to create and manage AutoPay installment plans, pay for multiple policies in one transaction, make quick payments with light authentication, and pay with multiple payment methods.

**Easy configurability** – Choose the payment channels, methods, scheduling, and branding options that work for your business.

**Customizable digital engagement tools** – Trigger payment reminders and notifications via email, text and IVR.

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

**Digital wallet** – Create a cohesive payment experience across all payment channels and keep track of policyholder payment methods, installment plans, and communication preferences.

**Paperless billing** – Enable policyholders to view and print bills electronically.

**Customer satisfaction surveys** – Gather post-payment customer data to boost your Net Promoter Score (NPS).

**Fully certified and compliant** – Remove sensitive payment data off your network and comply with TCPA, PCI DSS, Nacha, SOC 1 & SOC 2, HIPAA, and ADA.

**Accelerated reconciliation** – Automatically match payment records in your policy/billing system with payment records in PremiumPay® Digital Payments.

**Options for routing and split payments** – Route and split single payments to multiple bank accounts, as needed, for routing agency commissions, premium and loan amounts in whole life insurance policies, and more.

**Validation and updater services** – Maintain accurate customer payment information with bank account validation (BAV), card updater service, and address verification service (AVS).

## About One Inc

One Inc, a Californian-based insurtech 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](http://www.oneinc.com) or call 866.343.6940.