

## Solutions



### A Unified Billing and Payment Approach

A simplified billing and payment life cycle offering from an industry-leading and trusted partner








## Solutions

Today's policyholders expect billing and payment options in step with the way they live and work. You also understand the importance of balancing policyholder demands with your own business objectives, such as improved policyholder engagement, accelerated revenue collection, and greater cost and regulatory controls. Fiserv provides a unified offering that simplifies your billing and payment life cycle.



With Fiserv, you can count on getting the right solutions across paper and digital channels today and know that you'll be ready for opportunities to help achieve your goals in the future.

### **Give Policyholders Options, Get the Results You Need**

It is no secret that today's consumers want to pay when and where they want with the method of their choosing. Your policyholders are no different—they expect a personalized experience in all that they do, even receiving and paying their insurance premium notices. But, delivering their preferences for easy and convenient billing and payment options can be anything but easy for your organization.

What you need is a single partner to manage and simplify the billing and payment life cycle—Fiserv.

Fiserv supports all the presentment and payment channels, methods and services your policyholders demand with an integrated multichannel strategy that will help you accelerate your transition from paper to digital. Your organization can drive faster payment collection with cross-channel visibility and all the capabilities you need to more efficiently manage your business—all while maintaining your brand. Fiserv owns and operates the largest electronic bill delivery and payments networks in the industry, and our market research provides the most insight and analysis on the latest consumer and payment trends.

### **Benefit From Partnering With One Provider**

Meeting various policyholder options for receiving and paying bills often demands you maintain multiple vendor relationships. Managing these relationships takes time away from your core business, while often creating higher cost, more inefficiency and fragmented policyholder communications. And, when you add the complexities associated with presentment and payment collection for multiple channels, this approach can quickly become overwhelming for your organization.

Working with Fiserv greatly eases those pain points, providing you with unparalleled economic and operational benefits from a single partner. We deliver a unified, configurable, end-to-end offering that simplifies the billing preparation, presentment and payment life cycle—letting you focus on managing your policyholders' ongoing needs.

Our unified billing and payment approach is designed and developed to deliver a modern, digital experience that meets policyholder expectations for anytime, anywhere billing and payment options. The offering provides bank-level security from development through launch and ongoing operation. Insurance organizations such as yours have been relying on Fiserv solutions and expertise for more than 30 years to reduce costs, drive revenue and increase policyholder satisfaction.





## Prepare

With the offering's unified approach, your organization sends data from any account processing or policyholder information system.

From that data, Fiserv will create a highly personalized and branded statement that can drive engagement, allow for cross-selling or provide important information.

It's that simple.

- Fiserv offers one consistently branded yet personalized user experience across all policyholder channels
- You can configure options to simplify implementation, maintenance and ongoing support

- Fiserv enables you to create personalized, targeted messaging for improved policyholder engagement in the intuitive self-service portal
- Fiserv simplifies bill creation by composing one version, which is used for both digital delivery and print, and then archived
- You can choose from two standard options of a best-in-class detail bill (color or monochrome)
- Fiserv lets you leverage the availability of the end of bill policyholder message area (inserts) including a full-page image, that can be included with all premium statements



## Present

Your organization's highly personalized, branded statement can be delivered to policyholders where they want to receive their premium statement—wherever that may be.



- With Fiserv, you enjoy unification across physical and digital communications, servicing the complete spectrum of user engagement, from mailing the bill to their mailbox, to getting their e-bill at your website and even sending e-bills through the bank bill pay channel
- Fiserv helps you maintain the real-time state of each policyholder's account status using the service toolkit

- Fiserv enables registered (enrolled) policyholders to opt-in to paperless billing at the time of registration and through modification of their profiles
- The solution promotes policyholder registration and/or paperless adoption through solicitation letters and SMS alerts
- Fiserv helps you take advantage of digital bounce-back reporting to enable you to print and mail when needed to satisfy delivery requirements

## Pay

Not only can your policyholders choose how to receive their bill, but also how, when and where to pay it.

Fiserv facilitates multiple payment methods and types through secure real-time processing.

- Leverage multichannel print, electronic billing and payment capabilities including the ability to accept debit, credit card and ACH payments –and the ability to pay in cash at walk-in locations
- Fiserv gives you an online and mobile billing and payment presence versus paper payments only

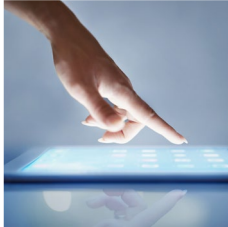
- Fiserv lets you use registered, guest payment and wallet features with a wallet, enabling policyholders to save their payment preferences

- You can reduce card-funded costs by leveraging our expertise in managing interchange fees for clients

- Feel secure with full PCI compliance for prevention of cardholder data theft

Fiserv provides fully scalable solutions designed to fit seamlessly into your existing environment and into your policyholders' busy lives.





## **One Partner, Many Advantages**

### **Simply Your Life**

- Trust one partner to manage all aspects of the billing life cycle, providing you with peace of mind
- Simplify and standardize workflows, reporting and management of ongoing policyholder communications
- Reduce process integration time and complexity
- Provide data one time for billing preparation, presentment and payment
- Enjoy easy, configurable setup of powerful administrative tools and online reporting
- Control your content and message with our self-service portal—no need for IT support

### **Meet Policyholder Preferences**

- Provide billing and payment options that allow you to be where your policyholders are
- Provide bills and other communications to your policyholders' preferred delivery channels
- Offer your policyholders unparalleled payment choices of debit, ACH, check or even cash at our network of walk-in locations
- Achieve one consistent brand and user experience across all delivery and payment channels

### **Speed Revenue Collection**

- Provide many ways for policyholders to pay
- Enhance your online and mobile bill pay options
- Accept payment at thousands of walk-in locations
- Send mobile bill-due alerts to help policyholders stay on track
- Drive faster payment collection through messaging

#### Improve Policyholder Engagement

- Send the right communication to the right person through the right channel
- Turn each policyholder touchpoint into a personalized opportunity to reinforce your brand
- Improve policyholder satisfaction with education and service messages
- Provide relevant information on new offerings and incentives through the channel your policyholders choose—paper, email or text

#### Reduce Regulatory Risk and Compliance Concerns While Improving Security

- Secure payments processor for thousands of billers and financial institutions
- Highly secure and stable publicly traded payments processor
- Data secured in one location and bank-grade system security
- Dedicated security team monitors and responds to the changing regulatory environment
- Enterprise-grade applications and secure redundant facilities
- Document data encrypted with standards-based DocSafe encryption (AES-256), SSAE 16 SOC2, NIST, PCI DSS 3.0, SEC 17a4, HIPAA, GLBA compliant

#### Reduce Cost

- Holistic offering eliminates need for multiple vendors and overlapping installations
- Comprehensive end-to-end offering reduces labor tied up in multiple integrations
- Security team monitors and responds to the changing regulatory environment so you don't have to
- Efficient and economical installs with comprehensive pricing



### **Strength in the Power of One**

Fiserv provides a unified offering that simplifies your billing and payment life cycle, resulting in accelerated revenue collection and improved policyholder engagement with reduced complexity, regulatory risk and cost. We can manage your entire billing and payment life cycle—or as much as you choose for us to manage—freeing you up to manage your business and meet policyholder needs.

### **The Fiserv Difference**

- Number one electronic billing and payment provider in the U.S. by Aite Group
- Largest e-bill network with exclusive access to thousands of banks for paperless e-bill delivery
- Highest volume processor of walk-in bill payments
- Fiserv has exclusive access to more than 20 million online bill payers at 4,000+ financial institutions nationwide

### **Connect With Us**

For more information about billing and payment life cycle solutions for insurance providers, call 800-872-7882, email [getsolutions@fiserv.com](mailto:getsolutions@fiserv.com) or visit [www.fiserv.com/billers](http://www.fiserv.com/billers).





## About Fiserv

Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today. Visit [fiserv.com](https://www.fiserv.com) to learn more.



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418-17-33326-COL 05/17