On-Time Payments Made Easier

Paying bills doesn’t have to be difficult. Policyholders expect fast, easy ways to see and pay their bills across multiple channels. And they expect their insurance companies to make it easy to pay bills on time.

Four ways to encourage and enable on-time payments

- Immediate cross-channel access to bills
- Alerts and reminders via text and email
- Automatic payments with easy setup
- Portable debit/credit payment options

Want a faster billing method that increases satisfaction? Try e-bills.

- 70% of people who receive auto insurance bills say bill payment reminders are important.
- 36% say receiving e-bills increases satisfaction with billers.
- 69% say multiple options to receive bills increase satisfaction with billers.
- 1/4 of millennials say it’s important for auto insurance e-bills to be optimized for mobile viewing.

Reminders are essential

- 70% of policyholders (and 76% of millennials) say the ability to set up recurring payments is important.
- 59% of people prefer to sign up on a biller’s website.
- 12% would prefer to call the biller to set up automatic payments.

Automatic payments are never late

- 59% say receiving e-bills increases satisfaction with billers.
- 1/2 of millennials say they’d be interested in automatic payments if they could use a debit card.
- 1/4 choose not to use online or mobile bill pay because they want to pay with their debit or credit cards.

Optimize your website for automatic payment setup

- 42% of people prefer to sign up on a biller’s website.
- 12% would prefer to call the biller to set up automatic payments.
- #1 People are most likely to see credit cards as the most secure way to pay bills.

Fiserv offers a unified approach to billing and payments that makes on-time payments easier for customers. Personalized, intelligent experiences meet customer expectations, while driving greater profitability and efficiency.

We’re proud to be the pioneer in the digitization of bill payments, offering the largest e-bill distribution network and set of payment channel options in the industry.

Connect With Us

For more information about billing options, call 800-872-7882, email getsolutions@fiserv.com or visit fiserv.com.

The full survey methodology for Expectations & Experiences is available at https://www.fiserv.com/expectations-experiences-research.aspx. More information is available upon request.