

4 misconceptions
**about electronic
claims payments.**





Using checks to pay claims has been the standard for a while. But technology is moving rapidly and checks are disappearing sooner* than you might think.

It's time to move away from checks. We've identified 4 misconceptions that we've heard from insurance companies when they consider this move. Do any of these sound familiar?

Misconception #1:

Supporting electronic claims payment options means we can no longer offer checks.

Misconception #2:

My company will need to move a bank account/treasury relationship to support electronic payments.

Misconception #3:

Converting claim payments to electronic payments will cause more work for my adjusters.

Misconception #4:

Claimants expect insurance checks. Moving to electronic payments would cause confusion.

These misconceptions are causing insurance companies to miss out on major improvements in customer satisfaction, loss adjuster expense, and associate engagement.


*<https://www.commercebank.com/business/resources/only-3-years-left-for-checks>



The truth about electronic claims payments

Let's review a couple facts about these misconceptions.





1 **Misconception:**
Supporting electronic claims payment options means we can no longer offer checks.

Fact:

Not the case at all. Claimants like choice, and platforms like CommercePayments™ allow for multiple ways to receive claims, including checks, direct-to-debit and direct deposit.





2 Misconception:

My company will need to move a bank account/treasury relationship to support electronic payments.

Fact:

An insurance company is not required to have a treasury relationship with Commerce Bank to utilize our PreferPay™ platform. You can keep your accounts where they are. Commerce can still disburse electronic funds to your claimants.

3 Misconception:

Converting claim payments to electronic payments will cause more work for my adjusters.



Fact:

Adjusters will simply need to gather the claimant's email address.

CommercePayments™ PreferPay™ interfaces with your current claims system to route your claimants to our web portal for payment. From there, your claimants can choose the payment type of their choice, self-authenticate, and input needed account information – eliminating both the need for your adjusters to gather and secure data. Claimants who choose to have payments sent directly to their debit card will receive usable funds in as little as 30 minutes with no extra work on your end. You'll actually minimize work by cutting down on check writing, signing, stuffing, mailing and reconciling.


4 Misconception:
Claimants expect insurance checks. Moving to electronic payments would cause confusion.

Fact:

It's almost the opposite. Younger generations are adopting mobile and electronic payment platforms. In fact, 53% of Generation Z have used a mobile payment platform.* As technology advances and younger generations enter the market, receiving a payment electronically will be the norm – including insurance claims!



*<https://www.commercebank.com/business/resources/only-3-years-left-for-checks>



If you'd like more information about how to improve your employee engagement, customer satisfaction, and loss adjustment expense through converting claims payments, reach out to us. We've made payments our business so you can make your business better.

CommercePayments™