

## DIGITAL BILLING SERVICES AND PAYMENT SOLUTIONS

### SIMPLIFIED BILLING AND PAYMENTS FROM A PARTNER YOU CAN TRUST

We are the experts in insurance billing and payments. For over 35 years, Input 1 has delivered a superior level of customer service to the insurance industry that has resulted in our products being utilized by over one million end-users.

With our secure and scalable billing and payment solutions, insurance companies are better able to focus their resources towards growing their business, processing claims, and managing their risk exposures—while knowing that their brand and business goals are in good hands.

#### ENGAGE CUSTOMER EXPERIENCE TO DELIVER BETTER BUSINESS OUTCOMES

Technology is empowering consumers to demand a level of experience as seamless as Amazon, which is disrupting every industry, including insurance. Billing is the most frequent touchpoint you have with insureds and agents. This is why having a trusted and reliable billing and payments solution is critical to optimizing customer engagement in today's digital world. With every bill delivered, you have the opportunity to enhance the customer experience, grow your business, and differentiate yourself from your competition.



### THE INPUT 1 ADVANTAGE

Think of Input 1 as an extension of your company. You retain control, and your billing and payments processes are meticulously managed with your interest in mind.

**AGILITY: THE GROWTH ADVANTAGE»** Keep your business agile and scalable so that you can take advantage of growth opportunities.

**EFFICIENCY: STREAMLINED PROCESSES AND COST REDUCTION»** Substantially reduce operating expenses by streamlining back-office operations, and significantly minimizing costly billing and payment errors.

**DELIVERY: IMPROVED CUSTOMER EXPERIENCE»** Our solutions provide a high level of customer service that keeps agents writing your business, and customers renewing their policies.

**SECURITY: PCI-DSS COMPLIANT PROTECTED PAYMENT PROCESSING»** We are committed to providing an easy to use PCI-DSS compliant payment portal that keeps payment information out of our clients' networks, and customer information safe from the threat of credit card fraud, data breach, and identity theft.

## TECHNOLOGY DESIGN WITH YOUR CORE SYSTEM IN MIND

Input 1's configurable technology and self-service solutions can seamlessly integrate with any core system. Our standard API's make it easy to exchange data without the need for a lengthy development schedule or extensive customization.

In as little as 90 days, Input 1's billing and payments solution can be ready for use. Furthermore, because our platform is cloud-based, we regularly install updates behind the scenes so our clients can enjoy the benefit of having the latest features available at all times.

Our clients do not have to worry about having a billing and payments component that is outdated, or one that is out of step with security.

## ENGAGE YOUR POLICYHOLDERS

We provide customers with self-service technology that creates an unbeatable experience. With our self-service platform, customers can easily manage their low-friction tasks, such as reviewing their account history, making payments via a method of their choice, and reviewing their documents. Customers can choose their method of immediate communication with your company by logging into your branded portal, calling an automated phone system, sending/receiving emails, receiving texts, and even speaking with a live person.

## ENGAGING YOUR AGENTS

Our billing services and payment solutions automate tasks for your agents, simplify workflow, and provide world-class customer care to give your agents the support they need to focus on doing what they do best—writing more business for you.

### HIGHLIGHTS—AGENT ACCESS:

- Complete account information accessible online/mobile
- Flexible payment features
- Commissions management
- Configurable reporting at the agency and management level
- Access to documents and notices online
- A white-labeled digital platform to promote your brand



## DOMESTIC CUSTOMER CARE

There are times when customers have a situation where they need to solve an immediate problem, or they have a complicated question that is best addressed by a live person. Our domestic customer care team is there to address those needs. We combine technology with human interaction to provide your customers with a better billing experience.



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*When deployed strategically, billing can significantly improve operating efficiency, financial performance, and customer satisfaction.*

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—PWC

## ENTERPRISE CLASS BILLING AND PAYMENTS FOR INSURANCE COMPANIES AND MGAs

Input 1's technology and service-driven solutions deliver precisely what you and your customers need in today's insurance environment. Here are just a few available features:

### HIGHLIGHTS

- Transparent pricing model with no hidden fees
- Fast and simple integration
- White-labeled branding
- Enhanced customer self-service
- Optional full-service customer care with KPI reporting
- Handling of agent commissions and payments
- Notice delivery (electronic or paper)
- Cross-marketing capability
- Mobile-ready site
- **Stand-alone payments application is available\***
- Highly flexible fee structures (late fees, NSF fees, cancellation fees, reinstatement fees, etc...)
- Pre-cancellation/notice of intent to cancel
- Cancellation processing
- Reinstatement processing
- Commission handling
- Endorsement processing
- Refund processing
- Collections
- Renewals

### ADMINISTRATION

- Direct bill
- Agency bill
- Premium finance
- Multiple policies per account
- Flexible bill and installment plans
- Recurring credit/debit card, ACH, or invoice
- Notice fulfillment (ODEN-based rules)

### DOCUMENT DELIVERY

- All documents can be delivered via email, regular mail or both
- Welcome letter
- Invoice
- Endorsement letter
- Intent to cancel
- Cancellation
- Reinstatement



Digital Insurance Billing Services and Payment Solutions

## INPUT 1 PAYMENTS

FAST. CONVENIENT. SECURE.

Input 1 Payments seamlessly integrates with core systems to deliver easy and convenient ways for customers to pay their insurance premiums securely. Customer can pay how they like, using: paper checks, ACH, credit, debit, and ACH to make their payments. They can pay in full, set up automatic payments, pay online, pay through a white-labeled mobile site, pay by phone, or pay by mail.

Ask us about our stand-alone payments application: [sales@input1.com](mailto:sales@input1.com).



## PROFESSIONAL CUSTOMER CARE AND SERVICE CENTER

Our full-service domestic customer care provides the live service that will engender your customers to your brand as well as the data you need to make better decisions.

- Professional, knowledgeable, and friendly staff that delivers your brand
  - » Your unique customer greeting
  - » Toll-free number
  - » Customized care
- Open from 9am-8pm EST
- Call metrics and KPIs delivered regularly
- Integrated Voice Response (IVR) System that provides around-the-clock account information and payment options.

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*With each bill delivered, carriers have an opportunity to strengthen the customer relationship.*

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—PWC