

# Claims payments made simple

## Deliver fast, secure claim payments

Zurich is continuously working to make the claims process easier and more efficient for our customers. Zurich North America Claims is integrated with digital payment solutions provider, One Inc, to offer multiple payment options to payees.

By allowing payees to select from a wide variety of digital options including ACH, Push to Debit, PayPal, and Venmo, they will receive payments within minutes instead of 7-10 business days.

Claim payment payees have the ability to:

- Select their preferred method of payment via a safe, secure link.
- Choose real-time payment options via **PayPal, Venmo or Push to Debit** as well as ACH (Automated Clearing House).
- Receive real-time payment updates via text messages.

## Payment FAQs

**What can I expect when being paid?** Your Claims Professional will request your email and phone number. At the time of payment, payees receive an email with instructions to access a secure payment portal, utilize multifactor authentication and select preferred payment method.

**Is it secure?** To select your payment method, payees will need to authenticate via a six-digit passcode sent via text message or phone call. After accessing the portal, they will be asked to select a payment method and enter payment information. Payees' information will be kept safe and secure by One Inc using the strongest security measures. One Inc is PCI-compliant and will encrypt and tokenize data to successfully protect it. Zurich will not collect your payment information or ask for your Authentication Code.

**I don't want to give Zurich my personal info/banking information.** Zurich doesn't collect your banking information. If payees are not comfortable with providing banking information, they can choose from a variety of other methods including check, Push to Debit, PayPal and Venmo.

**How long do I have to select a payment method?** You'll have two business days to select a payment method. We'll send one reminder email after the initial email and, if no payment method is selected, we'll issue a paper check.

**Where and from who will I get an email?** An email will be sent from the email address [zurichna@oneinc.com](mailto:zurichna@oneinc.com). If the email is not received, check your inbox for spam.

**Who do I call if I have a question?** Payees should contact their Claims Professional with any questions regarding the payment process or status of their payment.

One Inc is not a subsidiary or affiliate of Zurich and use of One Inc products and services is independent of, and not included within, the Policy or any other Zurich product or service. Zurich expressly disclaims any and all damages and other costs that may arise related to the use of or reliance upon the products, services, representations, or warranties made by or on behalf of One Inc.

All information contained in this document has been compiled and obtained from sources believed to be reliable and credible but no representation or warranty, express or implied, is made by Zurich Insurance Group Ltd or any of its subsidiaries (the 'Group') as to their accuracy or completeness.

©2024 Zurich American Insurance Company. All rights reserved.

A1-P0652646-C (02/24) P0710623



Want your claim payments quicker?  
Utilize real-time payment options.



One Inc works with mobile or desktop devices.

Questions? Reach out to your Zurich Claims Professional.