



# Drive Satisfaction and Simplicity with Mobile Wallet Claims and Disbursements

## Produce Faster Payments, Increase Customer Awareness and Reduce Customer Calls

Give your customers a simple, satisfying way to track their claims and receive disbursements with the new digital claims notifications and disbursements feature within ACI® Walletron™ — part of the ACI Speedpay® solution. This convenient new capability allows you to take advantage of your customers' mobile wallets, enabling rapid communication and claim resolution, while reducing customer calls and paper bills.



## Reinventing the Claims Experience

For customers, tracking a claim can often be a challenging, laborious process. A lack of steady communication can lead to confusion, which may drive increased call volumes and decreased customer satisfaction. Mobile wallets digitize the claims process, giving insurers a simple way to improve claims communications, speed the resolution process and accelerate disbursements.

The digital claims notifications and disbursements feature leverages the convenience and increasing popularity of mobile wallets to reinvent your claims experience. With no app to download, your customers simply add the ACI Walletron claim to their mobile wallet to easily access their bills, claims status and more — without having to remember a single password.

### CONVENIENT

- No app to download
- Customers add Claim Pass into their digital wallets

### SIMPLIFIED COMMUNICATIONS

- Claims notifications sent directly to your customers' mobile wallets
- Status updates sent throughout the claim lifecycle

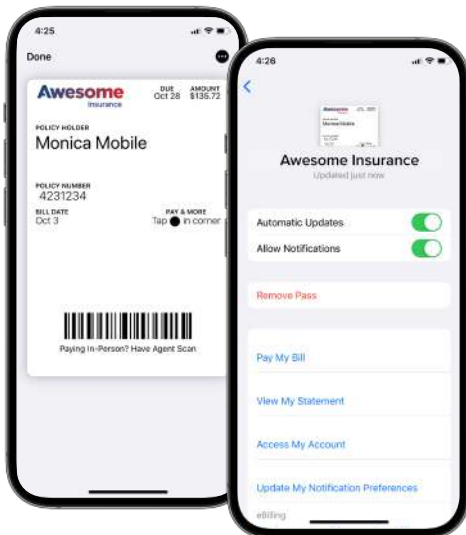
### TIMELY

- Real-time integration with claim administration systems for up-to-date status
- Electronic disbursements to accelerate the delivery of funds

## Increased Communications

The digital claims notifications and disbursements feature within ACI Walletron integrates directly with your claim center. Once a claim has been filed, a notification is sent to the customer's mobile wallet indicating the claim has been received. From here, you can send notifications about all aspects of the claims process, including the adjuster's name, current claim status and the availability of funds. These digital notifications give customers the ability to track their claims in real time, effectively reducing customer calls to your call center.

Within the claim notification, you can also share relevant links that help your customers enjoy more self-service options within the claims experience.



## Easy Disbursements

When the claim has been funded, the ACI Walletron claim is changed to indicate that funds are now available. Customers are then given the option to choose their preferred funding method, all from within the ACI Walletron claim available in their smartphone's mobile wallet. Once the funding method has been chosen, customers are quickly able to input their payments information (debit card or bank account information, paper check upload, etc.) within their mobile wallet.

When the claim has been funded, a notification will be sent to show that the claim is now settled in full and the funds have been disbursed. The claim can then be converted into a digital insurance card for further convenience.

## Real-Time Integration

Real-time integration with your claim administration system ensures your customers are made aware of claims' status changes as they happen. This integration reduces the complexity and risk involved within the claims process, while also improving the customer experience by proactively delivering the most accurate information available at any given time.

For more information on how the digital claims notifications and disbursements feature can reinvent your customers' claims experience, please visit [aciworldwide.com/insurance](https://aciworldwide.com/insurance).

ACI Worldwide is a global leader in mission-critical, real-time payments software. Our proven, secure and scalable software solutions enable leading corporations, fintechs and financial disruptors to process and manage digital payments, power omni-commerce payments, present and process bill payments, and manage fraud and risk. We combine our global footprint with a local presence to drive the real-time digital transformation of payments and commerce.

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