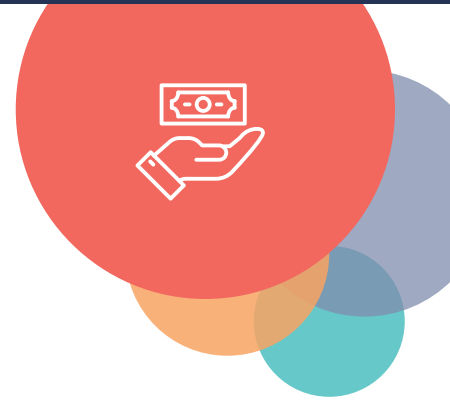










## DATA SHEET

# ClaimsPay 3.0

SMS-Powered Collaboration Platform, Hi Marley's  
Integration with Leading Digital Payments Network, One Inc



### Integration Benefits:

-  Consistent operator experience with CMS-initiated payments
-  Seamless customer experience with payment links in existing text threads
-  Eliminates the need for a second opt-in message
-  Speeds up processing from claim intake through payment
-  Gives claimants choice and control with multiform payment options
-  Reduces confusion and disruption around payment process and communication
-  Streamlines processes, resulting in faster payouts and shorter claims lifecycle
-  Ease of service leads to improved customer satisfaction and retention

### Simplifying Claims Payments with Two-Way Communication

The Hi Marley Insurance Cloud integration with One Inc's ClaimsPay 3.0 platform enables carriers to communicate with policyholders using SMS messaging throughout the claims process.

One Inc's ClaimsPay configuration automatically includes the option for Hi Marley to run Hi Marley-generated Case IDs through the ClaimsPay API. Hi Marley enables texting from One Inc's platform, enhancing One Inc's digital payments with support for two-way conversations.

### Eliminate Friction Throughout the Claims Lifecycle

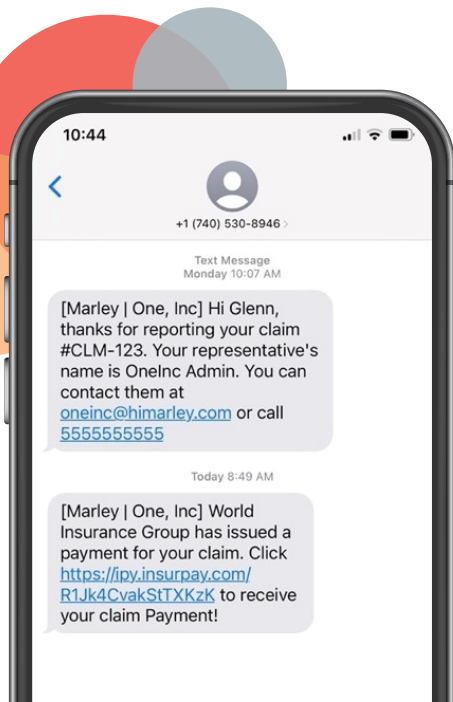
Policyholders no longer need to opt-in to multiple communication methods or keep track of several different text threads throughout the claims process. Once a policyholder opts-in to Hi Marley, the adjuster can provide status updates on the claim and initiate payment directly from their Claims Management System (CMS) which sends a link in the same text conversation.

Claimants simply click the secure link, authenticate themselves and select their preferred payment method from options including express payments, direct deposit, debit card, PayPal, Venmo and more. Once payment is issued, a confirmation text is sent to the policyholder in the Hi Marley conversation.

### Delight Policyholders with Flexibility and Efficiency

Policyholders want greater choice, flexibility and efficiency when interacting with carriers. Digital payments, combined with two-way text messaging, leave a lasting positive impression on policyholders.

Designed with a seamless policyholder experience in mind, no app download is required for claimants to use the service. Policyholders are delighted with faster payment turnaround, additional choices in payment methods and an overall simplified process.



To learn more about the benefits  
of Hi Marley, visit [www.himarley.com](http://www.himarley.com)

