

Hi Marley's Integration with One Inc

Simplifying Claims Payments with Two-Way Communication



Integration Highlights:



Communication in One Unified Text Thread



Secure Two-way Messaging



Consolidated User Opt-in

Carrier Benefits:



Higher CSAT and Retention



Faster Payouts



Shorter Claim Cycle Times

Policyholder Benefits:



Less Confusion and Disruption



Multiform Payment Options



Faster Payment Turnaround

Proven Results:



Increase in Digital Adoption



Decrease in Paper Checks



Decrease In Policyholder Time to Select a Payment Option

“Customers were more willing to adopt digital payments in the existing Hi Marley conversation. In turn, the percentage of customers who received payments via paper check drastically reduced.”

Jason Bidinger, Claims Strategy Technology and Process Leader, Westfield Insurance

To learn more, visit himarley.com/one-inc-video.