

The reimbursement of claims is the insurer's moment of truth, yet the majority of claim reimbursements are still processed through slow and indirect payment methods such as Bank Transfers, SEPA Credit Transfers, or even Cheques.

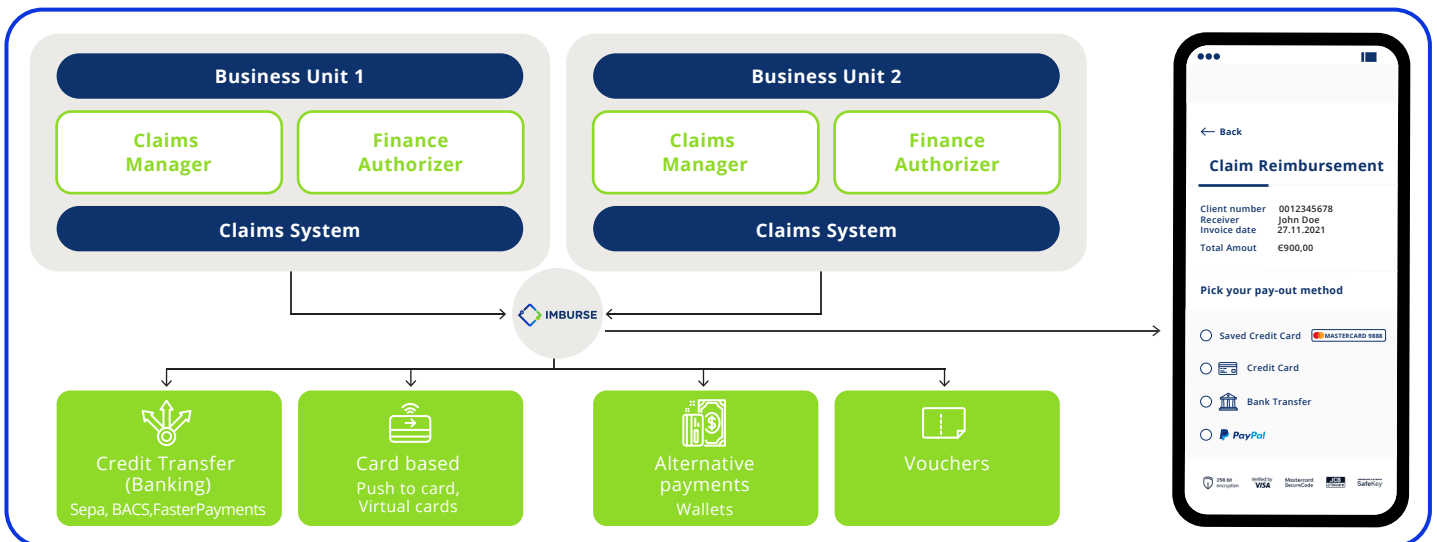
Insurer's existing claims handling processes are expensive, time-consuming and sit on multiple antiquated systems. The sheer lack of choice and visibility for the policy holder on when and how to get paid makes for poor customer experience. While policy holders often have to wait days, or sometimes even weeks, to get reimbursed, insurers are left in the dark about the reimbursements and struggle to confirm whether policy holders have received their claim or not.

How we solve it

Imburse does all the heavy-lifting, so you can access all payment providers and technologies through one single connection to us. The Imburse platform acts as your single entry into the payments ecosystem, establishing pay-out connectivity to any payment provider, payment method, or loyalty reward partner. Imburse delivers the payment capabilities needed to pay out claims in an effortless manner, to locally preferred payment methods and accounts. Our platform is easily integrated with core insurance and accounting systems to support any pay-out mechanism, causing no disruption to day-to-day operations or delays in claims decision-making processes.

Acting as the middleware that integrates with your front and back-office, Imburse enables insurers to deliver a seamless customer experience across channels and devices, while driving cost reductions through the optimization of payment operations. As your integration partner, Imburse normalizes payments processes to offer pay-out variety, as well as streamlines and consolidates reporting for improved visibility. In addition to Imburse's PCI-compliant hosted payment page and the secure storage of sensitive payment details at the store's front-end, we can implement KYC, AML, and Sanction checks into the payment workflow and reporting to help reduce risks and prove compliance.

The process of accessing and delivering pay-out options through Imburse



Let your customers choose how they want to get paid and offer them a seamless payment experience through our white-label platform.

Benefits



Offer local payment methods



Pay out claims instantaneously



Improve speed-to-market



Save on integration costs



Increase pay-out visibility