

Superior Premium Collection

To stay competitive in the digital age, insurers must accept payments electronically. Credit cards are the payment method of choice for the vast majority of consumers. They also conveniently manage recurring payments (such as monthly insurance premiums). Unfortunately, payment processing fees and funding delays can be expensive ... unless you work with the right company. As a longstanding partner of the insurance industry, Silvervine understands the insurance business and how to cost effectively manage premium payments. Say NO to nickel and diming. Get acquainted with Silvervine's one-stop payment solution.



Save money.

Have you ever stopped to calculate how much profit you lose to credit card processing fees? You might be surprised. On a \$100 million book, \$25 million of premium is typically paid by credit card. If you pay a 2% transaction fee on that \$25 million, you're losing \$500,000.

- ✓ Accept credit cards, debit cards, ACH, eChecks and recurring payments — all with one system
- ✓ Allow clients to make payments via their smartphones, in person and over the phone (IVR)
- ✓ Facilitate recurring payments with e-signature and live reporting
- ✓ Minimize recurring charge interruptions with daily credit card data account updates
- ✓ Enjoy one of the lowest transaction fees in the business — even for American Express
- ✓ Explore options to greatly reduce or eliminate processing fees
- ✓ Easily integrate our payment platform with your website and mobile apps



Enjoy faster funding.

Up to 40% of your premium volume may come from recurring monthly ACH, American Express and credit card payments. If it takes two or three days to receive your funds, it can be hard to match payments with policies. Don't let your payment processor hold your money. With faster funding, you can improve cash flow and AR efficiency.

- ✓ Enjoy the fastest funding in the business — usually within 24 hours or less
- ✓ Eliminate American Express funding delays
- ✓ Receive real-time payment reports through our secure gateway
- ✓ We can provide seamless integration with your current policy administration system



Limit risks.

Eliminate security hassles and costs by using our PCI DSS compliant technology. We take care of security, so you don't have to worry about it.

- ✓ Minimize the risk of data breach with industry-leading security practices such as data tokenization and storage in our secure Customer vault
- ✓ Transact business quickly with 99.99% reliability
- ✓ No equipment, no setup fees and no long-term contracts
- ✓ Proactively resolve disputes and chargebacks



Why pay more than needed?
Request our side-by-side
payment cost comparison.



Phone 478-796-9276



SilvervineSoftware.com

Payment Services Options

With Silvervine Payment Solutions, you get the most flexible, customizable, robust payment processing solution backed by a company dedicated exclusively to the insurance industry. We offer the lowest merchant rates, flexible fee and collection structures & integrated cash reconciliation. Whether you already have an established online payment capability, or you are starting from scratch, we can help you set up convenient and secure online payment technology.

Online Payment Processing

Offering your insureds online payment options increases retention and customer satisfaction. Our online payment gateways are 100% PCI DSS compliant and the credit card information stays in our secure system, and is never transmitted to your servers, reducing compliance concerns.

- ✓ Streamline billing and collections
- ✓ Increase customer retention by offering accessible payment options
- ✓ Pass payment costs to your customers if you wish
- ✓ Reduce the cost of policy servicing

IVR Payment Processing

Want to accept payments over the phone? Our Intelligent Voice Response (IVR) system integrates seamlessly with our payment processing service. We can integrate with your current phone system or operate stand-alone. This is the ideal solution for customers who prefer to make payments over the phone.

- ✓ Streamline call center operations
- ✓ Give customers another 24/7 payment option
- ✓ Integrate into your current phone system or a toll-free number
- ✓ Customize greeting and prompts
- ✓ Offer multilingual options

Mobile Payment Processing

With Silvervine payment services, you can allow insureds to make payments from their phones, using mobile payment processing.

- ✓ Available on Apple iOS and Android platforms
- ✓ Accept payments anytime, 24/7
- ✓ App is simple to download and use
- ✓ App can be customized with your branding

Recurring Payment Processing

In the insurance industry, the ability to offer recurring payments on a monthly, quarterly or annual basis is vital. Recurring payment programs increase policy renewal rates and customer satisfaction, while reducing late payments, insufficient funds returns, and non-pay cancellations. Silvervine makes the process easy for insureds to enroll and manage their payments online.