

Treasury & Payment Solutions for Insurance

# Payee Choice



## Ensure your customers get the best possible claimant experience in times of need.

When a customer is facing a loss, it's crucial to minimize the time required to get their payment details.

**You can improve your claimant experience by offering customers the flexibility to specify their preferred claim payment method when they need it the most.**

Payee Choice is a perfect complement to your Vitesse treasury and payment services. It includes the following features:

- ✓ **Versatile payment methods** - We're supporting the most common options: bank transfer, postal and electronic check and extending later to debit cards and e-wallets.
- ✓ **Payment details protection** - We capture and tokenise customers' payment details on your behalf, eliminating the need for you to implement an expensive compliance framework (e.g. PCI-DSS) to store sensitive information.
- ✓ **White-label experience** - All customer communications and interactions are conducted on your behalf, using your brand identity. This includes your logo and colours, accepted payment methods, contact details, legal disclaimers and more.
- ✓ **Flexible deployment** - The service supports both day-to-day claims handling and scales for exceptional scenarios involving large claimant volumes, such as CAT events.
- ✓ **Self-service** - Your Claims Operations teams will be able to setup programs delivering various experiences, initiate payments on your claim management system (API), track, troubleshoot and report.

### Supported Payment Methods



**Bank wire**



**eCheck (US)**



**Postal Check (US)**



**Pay to Card**

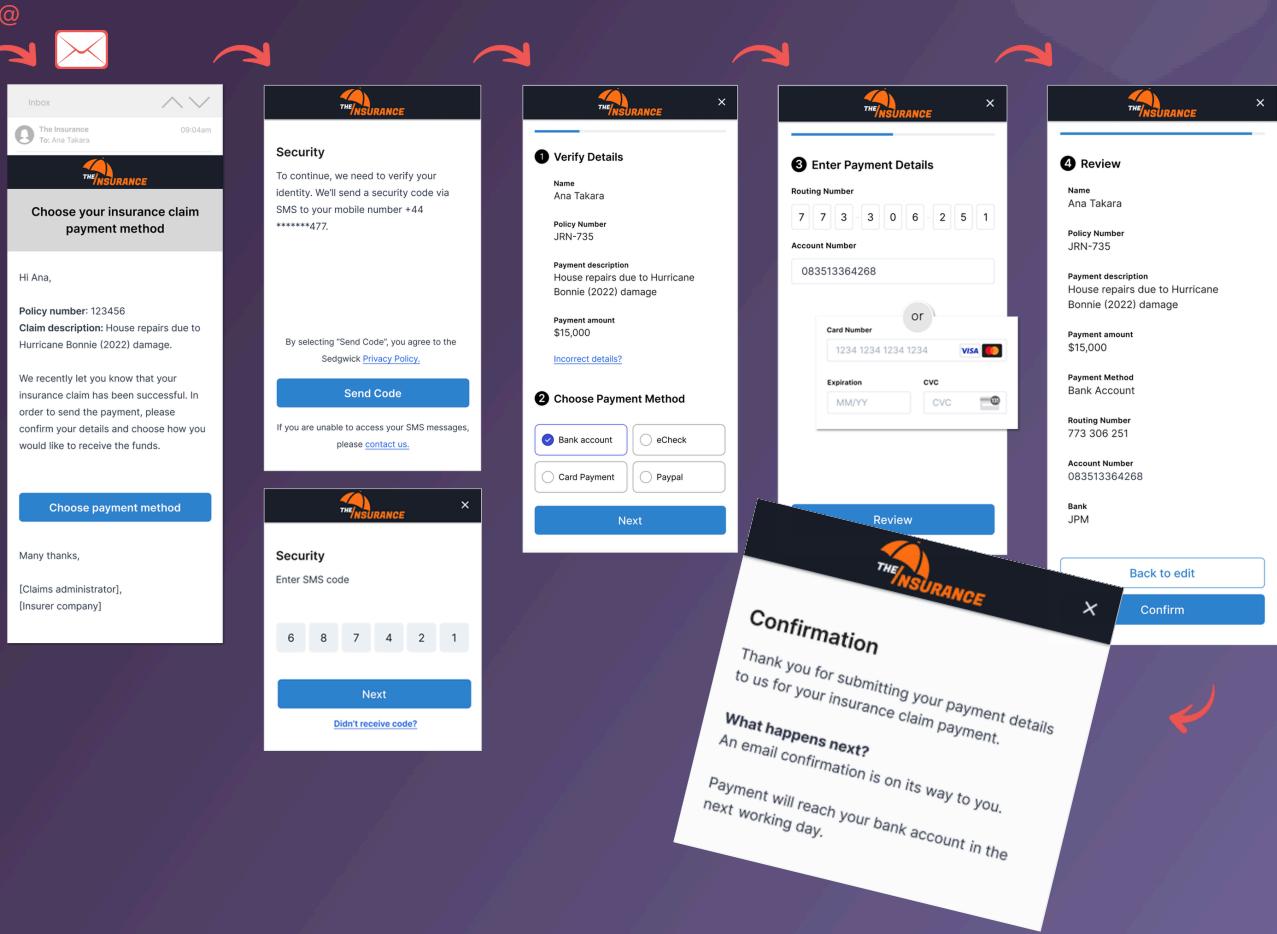


**e-Wallet\***

\* future releases

Image by wayhomestudio on Freepik

## A simple, fully brandable Claimant Experience



## A user-friendly programme management portal for Claim Operations

>Create programme

1 Programme details 2 Eligible accounts 3 Establishing Trust 4 Customer Verification 5 Branding

Enter name and description

Name: Hurricane Bonnie (2022)  
Description: Houses damage due to Hurricane Bonnie

Select Payment Method(s)

Bank account eCheck Card Payment Paypal

Enter programme transaction limit

Currency: USD Amount: 20,000.00

Save progress Next

Configure the desired claimant experience and create reports

Track each customer journey in detail

Payment Status

11-03-2025 09:28 Payment request created

09:28 Initiated

09:28 Payment request validation passed

09:28 Payment request initiated

09:28 Recipient input needed

09:28 Payee choice journey started

09:28 Payee choice email delivered

09:28 Payee choice call to action email sent

09:29 Payee choice email opened

12:56 Payee choice email link clicked

12:57 Payee choice journey completed

12:57 Payee Selected Postal Cheque

12:57 Payee Choice Confirmation Email Sent

11-03-2025 12:57 Processing

12:57 Processing started

12:57 Transaction submitted

12:58 Payment request succeeded

more information on  
[www.vitesse.io](http://www.vitesse.io)

