

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*

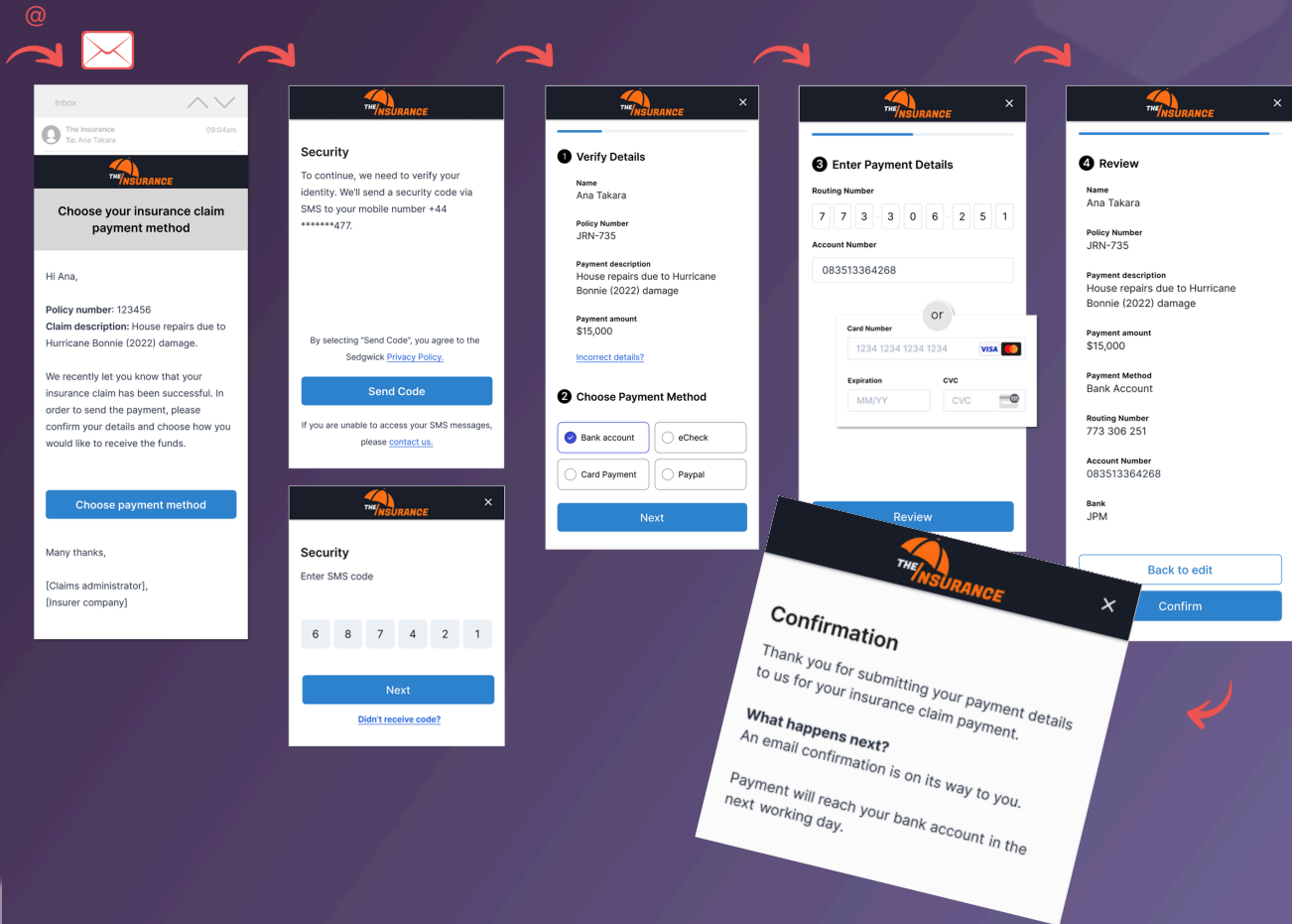
Image by wayhomestudio on Freepik

Vitesse

more information on
www.vitesse.io



A simple, fully brandable Claimant Experience



A user-friendly programme management portal for Claim Operations

The 'Create programme' form includes the following sections:

- Programme details:** A progress bar showing steps: 1. Programme details (active), 2. Eligible accounts, 3. Establishing Trust, 4. Customer Verification, 5. Branding.
- Enter name and description:** Fields for Name (Hurricane Bonnie (2022)) and Description (Houses damage due to Hurricane Bonnie).
- Select Payment Method(s):** Radio buttons for Bank account, eCheck, Card Payment, and Paypal.
- Enter programme transaction limit:** Fields for Currency (USD) and Amount (20,000.00).

Buttons for 'Save progress' and 'Next' are at the bottom right.

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 Payee Selected: Postal Cheque
12:57	● Payee Choice: Confirmation Email Sent
11-03-2025	12:57 ● Processing
11-03-2025	12:57 ● Processing started
12:57	● Transaction submitted
12:58	● Payment request succeeded

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