

Industry



**Billing, Payment, IT and Communication Solutions for Insurance**  
High-Performing, Secure and Consistent Solutions  
for Insurance Companies of All Sizes



## Industry

Fiserv transforms the way insurance companies actively engage customers through billing, payment, IT and communication options that drive down costs, improve outcomes and increase satisfaction.



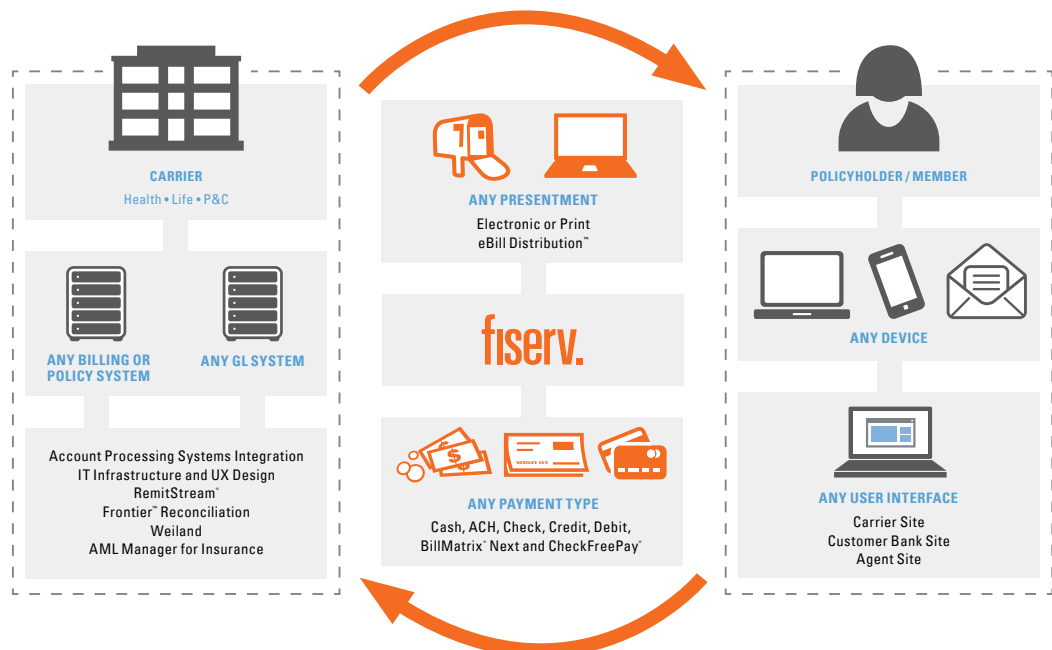
Consolidation among insurance companies is accelerating. Competition is rising. Concerns about data security are growing. Consumers are expecting more from their digital experience on the device of their choosing. Amid these challenges, insurance companies are seeking better ways to manage their revenue cycle in a single, cohesive manner. As an insurance company, you need to effectively communicate through bills, notices, identification cards and enrollment materials. You also need to distribute documents in digital and paper and provide convenient payment options—all while maintaining a reliable and secure IT infrastructure.

No matter what lines of business you write, or what internal systems you use, Fiserv delivers consistent billing, payment and communications to your customers in any form and on any device.

### Fiserv Facts

- Clients include five of the top seven property and casualty insurance companies and 11 of the top 15 health care insurance companies
- Has more than 82 million insurance billing and payment touchpoints annually
- Distributed more than 300 million paper bills and documents for insurance companies
- Provides more than 90 percent of the e-bills distributed via the bank channel
- Powers thousands of bank and credit union websites used by millions of consumers

### Fiserv Powers Insurance Companies



From bill and statement presentment to multichannel payment processing and customer communications, Fiserv can help you efficiently manage your customer engagement and satisfaction.

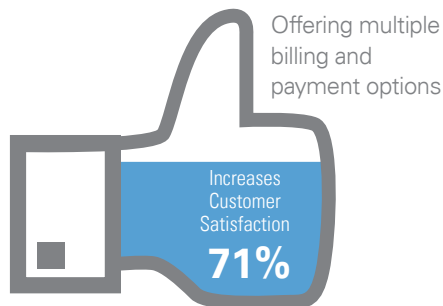
## Fiserv Knows the Insurance Industry

Whether health, life or property and casualty insurance, Fiserv is a major provider of insurance billing, payment, IT and communication solutions. We secure more than 82 million insurance billing and payment touchpoints annually through our highly secured digital infrastructure.

Our clients include 11 of the top 15 health care insurance companies and five of the top seven property and casualty insurance companies. We operate a print-and-mail network that distributes more than 300 million paper bills and documents for our insurance clients, large and small.

Fiserv understands the back-end systems and IT infrastructure of insurance companies. Our clients look to us to keep everything working together, delivering a high-performing, secure and consistent user experience. We can even run your legacy systems as you install newer ones.

## Multiple Billing and Payment Options Positively Impact Customer Satisfaction



Source: Eighth Annual Billing Household Survey, Fiserv Inc., 2016.

## Leverage the Power of Fiserv

We also understand that your customers expect multiple options for paying bills today. Fiserv enables you to offer the different payment channels your customers demand—while building payment, communications and IT efficiency for your organization, and stronger relationships with your customers.

Let the strength and power of Fiserv lead you to:

- Speed revenue cycles and reduce costs by moving more customers to electronic billing and payments
- Raise customer interaction by driving payment visits to your website or those of your distribution channels—direct and agencies
- Engage your customers with additional offerings through a seamless digital experience from bill payment to new product discovery
- Transform customer communications by delivering relevant, targeted content through the customer's preferred channel—resulting in lower costs, improved cross-sell revenues and an enhanced experience
- Rationalize printing and postage through use of our national production network, while enhancing the quality of customer communications
- Reduce risk and boost IT performance by engaging Fiserv to manage your technology infrastructure for you or your best agencies from our remote sites



Fiserv is driving innovation in Payments, Processing Services, Risk & Compliance, Customer & Channel Management and Insights & Optimization. Our solutions help clients deliver financial services at the speed of life to enhance the way people live and work today. Visit [fiserv.com](http://fiserv.com) and [fiserv.com/speed](http://fiserv.com/speed) to learn more.

## Connect With Us

For more information about Billing, Payment, IT and Communication Solutions for Insurance, call 800-872-7882, email [getsolutions@fiserv.com](mailto:getsolutions@fiserv.com) or visit [www.fiserv.com/insurance](http://www.fiserv.com/insurance).



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