

## Frequently Asked Questions

Effective 01/17/2023, MEMIC has partnered with One Inc to deliver your payments. We have put together these frequently asked questions to support your business during the transition.

### Why am I receiving this letter?

MEMIC is transitioning our payments to the One Inc ClaimsPay® platform, offering faster, more frequent payments. In addition, this transition provides new electronic disbursement options, including One Inc Express Payments.

### Who is One Inc?

One Inc is the fastest-growing digital payments platform in the insurance industry, managing billions of dollars each year in premiums and claims payments for over 180 insurance companies. One Inc offers a comprehensive end-to-end digital payments platform providing expanded payment options, multi-channel digital communications, and rapid digital disbursements, even for the most complex insurance use cases.

### What are the payment methods available through One Inc?

- Express Payments – Virtual transaction powered by a One Inc ClaimsCard® similar to credit/debit card processing
- EFT/ACH – Automatic deposits directly to your bank account
- Paper Check – Mailed by US Postal Service

### How do I select my payment preference for MEMIC if I am currently registered with the One Inc Network?

Your existing preferences will apply to MEMIC payments. If you would like to change your payment method or take advantage of faster, more secure digital payments, log in to [providers.oneinc.com](https://providers.oneinc.com) to confirm your selection.

If your business is not part of the One Inc Network, it is easy to register. Register your organization in the One Inc Network at [providers.oneinc.com](https://providers.oneinc.com). You will need your company's Tax ID Number (TIN) and your One Inc enrollment code. If you need assistance during the registration process, please contact One Inc at (877) 313-4898 or [providers@oneinc.com](mailto:providers@oneinc.com).

### How do Express Payments from One Inc work?

Your office will receive an email, secure fax, or physical mail notification (based on your payment delivery preference) with a virtual ClaimsCard®. Enter the card details into your point-of-sale system/terminal and process the payment as you would any other credit card transaction.

### How do I contact One Inc if I am having technical issues?

For assistance with any payment support issues, contact One Inc at (877) 313-4898 or [providers@oneinc.com](mailto:providers@oneinc.com).

## Why express payments?



### Speed & Convenience

Eliminate waiting for paper checks in the mail with Express Payments. Your funds become available upon settlement to help simplify reconciliation.



### Security & Peace of Mind

Checks are highly susceptible to fraud. Express Payments are designed to protect your payments from being stolen.



### Get paid even faster GO PAPERLESS

Register at [providers.oneinc.com](https://providers.oneinc.com) or call (877) 313-4898 to begin receiving payments via email. Make a positive impact on the environment, go paperless.

**For payment questions, please call: 1 (877) 313-4898**