

Billing Services

A Customer Service Advantage

Pilgrim can provide insurance carriers with a flexible billing service which will enable them to accommodate their customers with choices on how to optimally receive, pay and manage their bills. Homegrown legacy systems or manual processes struggle to meet the demands of today's consumer. Applying technology and insurance expertise, Pilgrim can create a comprehensive billing service for carriers.

Why choose Pilgrim to service your billing needs? Because we can:

- ▶ Process your work with the support of experienced insurance professionals.
- ▶ Handle various billing services – account bill, direct bill, list bill.
- ▶ Handle various cash remittance processes – cash, lock box support, credit card, EFT, etc.
- ▶ Provide different financing options – revolving credit, installment fees, premium finance companies.
- ▶ Support financial accounting requirements – commission reporting and bad debt management.

Billing Service Highlights	
Processing	<ul style="list-style-type: none"> • Payment acceptance decision-making is completely automated with fully detailed history for user review • Supports multiple remittance locations (lockboxes) • Automated printing of bills, notifications, etc.
Integration	<ul style="list-style-type: none"> • Two-way interface with policy, check writing, lockbox and EFT systems
Managing Costs	<ul style="list-style-type: none"> • No development costs for homegrown system • Variable costs based on volume
Billing Plans	<ul style="list-style-type: none"> • Multiple ways of processing debits and credits • Flat installment fees or revolving credits based on outstanding balance • Ability to change bill plans mid-term based on client criteria • Flexible down payment amount by bill plan • Direct bill – multiple installment plans • Mortgagee billing • Account bill
Payment Options	<ul style="list-style-type: none"> • Check • EFT • Credit card • Premium finance • Allocate partial payments

Billing systems are no longer just a financial tool.

In January 2006, Celent surveyed 35 property and casualty insurers about their current billing practices and needs.

Almost 45% of the respondents considered billing a service or marketing tool, not a financial tool.

Higher service expectations and customer satisfaction is driven by billing experiences – good or bad.

Your agents as well as customers need to have accurate and timely information available to answer customer questions.

Outsourcing can give you a broad range of solutions – more than you offer today.