



ICAT Boulder Claims

## A guide to receiving your claim payment electronically

Below is an overview of the timeline and details of how electronic payments are processed.

### Process for payments involving multiple parties

- Everyone must agree on one payee to receive the payment electronically.
- All parties will receive an email from [donotreply@commercebank.com](mailto:donotreply@commercebank.com) with a link to access SecurePay, sign in, and then select the payee who will receive the payment.
- You will have **seven calendar days** to select the payee. After three days, access will expire and a physical check with all names will be issued and mailed to the address on file.
- For security purposes and to access the portal, all parties to the claim must verify and keep handy the date of loss, loss address zip code, and a PIN given to you by your examiner.
- The chosen payee will receive a second email to select their payment method: direct to debit card, direct deposit, or paper check.

### Process for payments being made to an individual

- You will receive an email from [donotreply@commercebank.com](mailto:donotreply@commercebank.com) with a link to access SecurePay, sign in, and select your payment method.
- You will have **seven calendar days** to select a payment method through the online portal. After seven days, your access will expire, and a check will be issued and mailed to the address on file.
- For security purposes and to access the portal, you will need to verify and keep handy the date of loss, loss address zip code, and a PIN given to you by your examiner.
- Using the portal, you will be able to choose your payment method: direct to debit card, direct deposit, or paper check.

### Payment method details

**Deposit to debit card:** Fastest method, can be received the same day.

**Direct deposit:** Can take 2-4 days.

**Check:** Can take up to 10-15 days depending on mailing times.

Note: If you choose direct deposit, you will receive an automated phone call to verify your selection, so keep your phone nearby.

A payment receipt page will be displayed after you have submitted your payment method. You will also receive a confirmation email.

### Contact us

Call your claim examiner OR call ICAT Boulder Claims at **866-789-4228**.

This document is for illustrative purposes only and is not a contract. It is intended to provide a general overview of the program described. Please remember only the insurance policy can give actual terms, coverage, amounts, conditions and exclusions. Program availability and coverage are subject to individual underwriting criteria.

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