



INSURANCE INDUSTRY SOLUTIONS



Financial solutions to
insure your success.

Banking, payment and financial solutions for the insurance industry.

As an insurance company, you're always looking for ways to serve customers, boost profits and leverage your financial relationships. When it comes to serving the insurance industry, Commerce Bank has the strength and experience to provide customized banking, payment and financial solutions for your organization. Our deep understanding of the insurance industry allows us to think beyond prepackaged financing options and deliver banking solutions tailored to tackle your biggest challenges. We'll be there to help you spot unique opportunities other banks and technology providers might miss.

This collection of financial products and services is designed to help your insurance company run smoothly — freeing you to focus on your financial goals.

“ The word that comes to mind is **partnership**. Because we can depend on Commerce Bank, our policyholders can depend on us. ”

Doug Phillips

Vice President, CFO
Missouri Employers Mutual



Reinvent the claims payment experience.

Built in collaboration with a council of insurers across the nation, **CommercePayments™ PreferPay®** is a solution from Commerce Bank that can provide your insurance company a way to provide single and multi-party electronic claims payments while giving insureds and claimants faster access to their funds.

PreferPay® gives your insureds faster access to claims payments with options like Direct-to-Debit Card and Direct Deposit. These electronic payment options put money in the hands of your customers faster than traditional checks with funds available in as little as 30 minutes. They also allow for easier reconciliation, reduces loss adjustment expenses, increases access to payment and remittance information and minimizes check fraud.

Plus, PreferPay® doesn't require adjusters to do much differently than they're doing now. Once an adjuster issues a payment, your insureds or claimants are provided a secure, one-time-use PreferPay® login to verify and access their funds. They can select how they want to be paid while customer data is securely housed at Commerce Bank.

What do insurers gain with CommercePayments™ PreferPay®?



Lower Loss Adjustment Expense & indemnity spend

Decrease check costs of paper, postage, escheatment. Insurers can also reduce rental days and provide quick access to funds for additional living expenses by providing faster cash in hand.



Faster payment

Get money to your insured faster by cutting out the time it takes to issue, mail and deposit checks.



Keep adjusters happy

Your adjusters issue payments in your system the way they always have. Plus, insured's payment questions come to us, not you.

“ We're excited to offer our customers **more options for faster claim payments.**

Whether the payment helps with repairs or much-needed medical treatment, a quick, convenient claims payment is **a critical step in helping our customers get back to their routine as soon as possible.** ”

Cory Freier

Business Systems Manager
Progressive Insurance

This solution also comes white-labeled, letting you customize design elements to match your brand. Improve customer satisfaction and eliminate the need to collect, retain and/or manage customer payment information with PreferPay®.

PreferPay® is implemented and operational with numerous insurance companies across the country, as well as a top 5 carrier.

We didn't do this alone.

No closed doors here. We built an Advisory Council with a diverse group of insurance companies to assist us in developing CommercePayments™ PreferPay®. They shared their pain points and helped us create a solution that gets funds to your insureds faster without increasing the burden on your adjusters.

It's time to provide your customers the digital payment options they've been asking for and kick claim payment checks to the curb. PreferPay® also helps your business improve your associate engagement as they work in changing environments – all while reducing your overall payment issuance cost.



Bring more value to your Accounts Payable department.

Transitioning from manual to automated accounts payable can play a vital role in creating efficiencies within your Accounts Payable department.

When it comes to the AP departments at most insurance companies, the most time-consuming part isn't just processing vendor payments. AP employees spend most of their time opening mail, checking invoices and tracking down approvals. Then after the payment is made, they must reconcile, file and store each one. Why not introduce automation where it can make the most impact?

Invoice automation can include everything from invoice reception to storage – electronically. This level of automation has a much bigger impact on your business, even outside of the AP department. Employee work hours, physical storage costs, time spent auditing are all significantly reduced. And when one of your employees goes on vacation, it's still business as usual.

- **Fully automate manual AP processes**

With **CommercePayments™ AP Invoice**

Automation, your business can take care of invoices from beginning to end by maximizing your efficiencies and replacing your manual, error-prone AP processes. Invoices are received, scanned, approved and readied for payment according to your rules and policies.

- **Automate AP while keeping existing processes**

You can also take advantage of **CommercePayments™ Payment Hub**, an integrated payables solution that works with your accounting system to accept all supplier payment types. Once you're ready to pay your suppliers, send us a payment file. We'll make the payments through our multiple payment types and send you a reconciliation file once the payments have been completed. This solution gives you the benefits of payment automation, like supplier enrollment and support, without changing your whole AP process.

- **Turn your AP department into a profit center**

Create a new revenue stream for your business while reducing operating costs, minimizing risk and maximizing float time.

As a flexible payment management program, the **CommercePayments™ AP Card** supports automated accounts payable and purchasing with a single application and provides your organization operational efficiencies, enhanced controls and detailed reporting.

And at Commerce Bank, we do the heavy lifting. Our enrollers will help you get your program up and running by contacting your suppliers to set them up quickly and effortlessly with the payment option of their choice. Enrollment is continuous through the life of your program as we help your business execute long-term payment strategies for growth.

Keep tabs of expenses and manage spending.

Simplify and control your purchasing and payment needs by managing your Purchasing and Travel & Entertainment programs on a single platform with **CommercePayments™ Commercial Cards**.

- **Commercial Card:** One card for all purchasing, travel and entertainment expenses.
- **Corporate Card:** Designed to manage and regulate travel and entertainment expenses.
- **Purchasing Card:** Improve spending control while streamlining purchasing and payment processes.

Spending controls, reporting and fraud prevention.

Our Commercial Cards include pre-set controls and spending limits that let you define card use by employee, department or division. Plus, our reporting options and spending analysis allow you to manage your budget, cash flow and employee spending. Finally, accounts are monitored using multiple fraud prevention tools. These tools can look for specific types of transactions, including international transactions, jewelry purchases, cash advances, Internet gaming, card-not-present activity and other activities that match current fraud trends.



Our card programs are designed to help insurers:

- Improve accuracy and operating efficiencies
- Increase spending control
- Monitor and ensure compliance



150+ years of experience to meet your banking needs.

One of the greatest advantages to being in business for more than 150 years is that we've seen and solved almost every conceivable banking challenge there is. And while banking may have changed over time, what makes a good bank hasn't.

At Commerce Bank, we have developed a variety of business banking offerings to match the way the insurance industry banks.



Manage funds and collect payments

Premium Fund Trust Account

The **Premium Fund Trust Account** is designed specifically to help you remain in compliance with the insurance code as a fiduciary of premium funds received from policy holders. This account features:

- No transaction fees
- ACH setup to transfer policy holder premiums to your company's home office
- Email notifications of returned deposited items

Treasury management services

With **Online Banking**, you can view your business account activity and balances, transfer funds between your Commerce Bank business accounts, view your loans, and more.

Retail and wholesale lockbox

With Commerce's lockbox services, incoming payments are collected at a secure post office box and transported directly to Commerce for processing, eliminating the need for employees to handle and deposit incoming checks. We then report the details of your deposits according to your preferences through either **Commerce Connections®**, our online cash management system, or a custom data file for automated posting to your system.

CommercePayments™ CollectPay Online®

This electronic payment solution broadens your customer's payment options while maintaining predictable cash flow for you:

- Enable customers to make payments over the phone or online.
- Accept payments by credit card, debit card or debit to a bank account with this PCI compliant solution. One-time, recurring or auto-pay options are available.
- Research customer transactions, enter payments on their behalf and generate a variety of reports.
- Enjoy secure authentication through your website or through a fully hosted solution.
- Customize your portal with configurable features and branding options.
- Have the option to present images of invoices or statements.

Take your Accounts Receivable department to the next level.

Designed to help insurers maximize efficiency with their accounts receivable, **CommercePayments™ Integrated Receivables** is a solution that automatically enables end-to-end service automation by electronically capturing and processing remittances directly from email attachments. Payments and remittance are automatically linked, without the need for human intervention, with payments reconciled directly into corporate account receivables. Deduction coding and management speed up short payment identification and resolution, while invoice presentment and payments further reduce costs.

If receivables processing, including subrogation receivables, is costing your business too much time, consider CommercePayments™ Integrated Receivables as a solution.

Empower your team to work more efficiently.

- Rule formatting matches patterns and transforms data for invoice matching, deduction coding, and cash discount analysis
- Integrated Receivables publishes a format specific to an ERP system so standard cash posting can be leveraged across payment types
- Optical Character Recognition (OCR) engine automatically captures data from check remittances without templates or standard formats
- Data Aggregation Engine performs EDI Aggregation
- Web aggregation collects information from websites
- Email aggregation parses emails and attachments to process remittance information

CommercePayments™ Integrated Receivables empowers insurers to:

- Achieve up to a 95% automatic on-invoice hit rate.
- Automatically create deductions and capture information such as claim number and reason code.
- Apply cash the same day funds hit your bank.
- Free up time spent on cash application tasks.
- Get started with no on-premise hardware or customization necessary.
- Utilize cloud-based architecture that requires minimal or no IT involvement and eliminates costly and difficult upgrades.



Experience you can invest in.

At Commerce Bank, our **Capital Markets Group** (CMG) offers your insurance company fixed income securities, cash management solutions and a full range of associated services to help you maximize return on your cash balances and increase control over investments; all while minimizing risk. Built upon the outstanding reputation, values and culture of a leading super-community bank, CMG takes a conservative, consultative approach to helping insurance clients develop and execute an effective investment plan.

Collaborating with the right service provider with seasoned Investment Professionals offering knowledgeable solutions and prudent investment products is critical to making your money work harder.

CMG's cash management solutions include competitive overnight and systematic investment options for your operating funds and working capital. While your business continues to manage your insureds' resources, CMG can offer a strategic approach to the allocation of those resources into fixed income markets.

CMG is not a Portfolio Manager, nor an Investment Advisor. Investments in Securities are NOT FDIC Insured; NOT Bank-Guaranteed and May Lose Value. The Capital Markets Group (CMG) of Commerce Bank is not acting as your 'municipal advisor' within the meaning of Section 15B of the Securities Exchange Act, and does not act in a fiduciary capacity. This information does not constitute an investment solicitation. Please consult a licensed CMG Investment Representative for assistance.

The Capital Markets Group of Commerce Bank helps your business by:

- Reducing risk by offering high credit quality securities with an emphasis on preservation of capital
- Increasing control through direct ownership in fixed income securities which allows you to decide exactly how you want your capital invested
- Enhancing returns as our consultative approach helps you match investment cash flow to your future cash needs to maximize returns





Simplify your insureds credit card payment process.

From our consultative approach to our robust selection of products, there are several factors that make Commerce Bank a strong financial partner for our customers, as we have been for over 150 years. We've taken the time to fully understand what matters most to insurers and their customers. Our best-in-class merchant service is epitomized by our exceptional customer retention rate. We realize that everyone has unique needs and we will work with you to understand your goals.

Merchant Services

We understand the importance you place on a protected and efficient means of accepting credit card payments. Therefore, allow us to introduce **PayTrace** – our comprehensive, easy-to-use payment processing solution. It offers simple navigation, customizable options, interchange savings with level II and III data, but most importantly, it offers extreme convenience for you and your customers.

Point-of-Sale

Straightforward payment processing that allows you to accept payments with or without a card. Simply log-in, process your transaction and move to the next customer.

- Set up user level permissions based on job function
- Multiple reporting options
- Encrypted card readers

Mail & Phone (MOTO)

Have peace of mind with our MOTO system. Offering top-notch security, PayTrace is designed to protect your business against fraudulent transactions.

- Secure customer storage vault
- Robust third-party software integration
- Recurring billing

E-Commerce

We provide the tools to help you master the e-commerce space.

- Shopping carts
- Secure hosted solutions
- Developer friendly APIs

Putting insurers first with people and tech you can trust.

Commerce Bank has a 150+ year history of innovation and financial strength.

Our history of innovation and commitment to the insurance industry ensures our continued long-term investment and continued development of our products.

We have continually expanded our long-standing investment in people, technology, product offerings and service channels to bring the utmost value and convenience to our customers, thus improving the ability to serve the evolving needs of our customers. This strategy, coupled with our community involvement, has given us a leadership position. Our insurance vertical is led by experienced industry professionals with a focus on solving challenges your business faces and creating opportunities to take your company to the next level.

Our services and solutions are backed with confidence and funded by Commerce Bank, ensuring stability of leadership and financial support, backed by over 26 billion in assets. Risk of financial peril and uncertainty of your banking partner is minimized with us.

Known as a business-trusted brand throughout the United States, our commitment to our clients has garnered significant positive public reputation and public trust. As your banking partner with an established reputation, we will always work to ensure that your insurance company and Commerce Bank remain in that light.

Industry ranking and recognition

- \$26.8 billion in assets¹; ranked #47 among U.S. banks²
- \$5.6 billion Market Cap³; ranked #18 among U.S. banks²
- Commerce Trust Company, a division of Commerce Bank, oversees \$48.6 billion in assets under administration, including \$30.7 billion in assets under management (AUM)²; ranked #20 nationally based on AUA/AUM².
- Commerce Bank was named among America's Best Banks 2020 by Forbes. Commerce Bank has consistently ranked among the highest-performing institutions for eleven consecutive years.³
- Commerce Bank consistently ranks among the top issuers of credit, debit and commercial cards, according to The Nilson Report. We were recently recognized as the 12th largest commercial card provider⁴ and the 7th largest purchasing & fleet card issuer.⁴
- Moody's ranks Commerce Bank among the top 6 banks in the country with a baseline credit assessment (BCA) of a1. BCA reflects a bank's standalone credit strength.⁵
- Commerce Bancshares was recognized for several areas of its business in Bank Director's 2019 Ranking Banking study, taking the number 1 spot for Best Branch Network Strategy, Best Core Deposit Growth Strategy and Best Retail Strategy. Commerce was listed as the third-best bank overall in the Midwest region and earned high rankings for its technology strategy, commercial lending strategy and board of directors.⁶

1. As of March 31, 2020.

2. S&P Global Market Intelligence; ranking as of December 31, 2019.

3. As of January 2020.

4. Amongst top 50 U.S. Banks based on 12/31/2018 assets. Source: Nilson, June 2019.

5. Moody's U.S. Bank Ratings, February 19, 2020.

6. As of December 2018





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