

Challenge Accepted, Danielle, Payments Technology: Transcript

We were at the office of a major insurance company, and we had just wrapped up training for their adjusters on the Claims Payment portal.

While we were there, a gentleman walked into the branch and was pretty upset.

He was a contractor and had just totaled his truck. He wasn't able to wait around a week for a check to show up.

So, we worked with the adjuster and offered him electronic payment. And he actually had his payment within less than ten minutes.

When he left, he stopped to make sure he thanked the adjuster.

It really made me proud that you can really get them back to what matters to them.

That is Challenge Accepted.