

Employees can sign up to receive payments of pet insurance claims electronically

1

Sign up online

Log into my.petinsurance.com and select “Receive claim payment electronically” to enroll in the service.

**2**

Submit a claim

An email will be sent with instructions on how to register and connect the bank account where payment should go.

**3**

Accept payment

Once registered, accept the pending payment to be sent to the bank account within 1-2 business days.



Text and email notifications alert members when a payment is waiting for them!

Electronic claims payments FAQ



How long does it take to receive payment?

Once a Chase Payments account is set up, members can immediately accept payments. Payment will be transferred to the specified bank account within 1-2 business days



Is anything sent by mail?

No. Once opted in for electronic claims payments, members will receive email notification of the explanation of benefits. These will also be available to view by logging in to my.petinsurance.com.



Is a Chase bank account required?

No. Members need to register for a Chase Payments account, but they do not need to have a Chase bank account to receive payment.



Is there an option to un-enroll?

Yes. Members can un-enroll by logging in to my.petinsurance.com and going to the “Edit My Profile” section. There, they can uncheck the box that reads “Yes, I want to receive electronic claims payments” and click “Submit” to save their preferences.



Is there a fee?

No. There is no fee for receiving electronic claims payments