ClaimsPay® by One Inc.

Electronic Funds Transfer for Claim Payments

Tower Hill Insurance

Digital Claims Payment Options

Tower Hill has partnered with One, Inc. to provide you with access to ClaimsPay®, a digitized option for claim payments.

One, Inc. is an industry leader with a proven track record of processing insurance payments through innovation. Instead of receiving your claim payment by mail (i.e., paper check), with ClaimsPay® you now have the option to receive your payment digitally via the payment method you choose.

If your claim is eligible for the ClaimsPay® digital payment option, you'll receive an email directly from One, Inc.



Using your mobile or desktop device, you can quickly and easily approve the payment amount and select the electronic funds transfer (EFT) method you prefer. When using ClaimsPay®, you'll receive the funds digitally within 1-2 business days of choosing a payment method.

Your current email address and phone number are required.

Depending on the payment amount and claim type, EFT options include the following.*

- Direct Deposit (ACH bank transfer)
- Push to Debit
- PayPal
- Venmo

**Printed Checks sent by USPS are also an option.*

Action Required

When you receive the One, Inc. email, **please be sure to take the required action to receive your payment electronically.** Besides reviewing the payment amount and choosing your preferred payment amount, you will be required to verify your identity by entering your **personalized Tower Hill claim number**.

When reporting your claim to Tower Hill, you'll receive your personalized claim number. Your claim number is included in your Customer Portal Account and mobile app, as well as all correspondence you'll receive from Tower Hill about your claim.

Questions?

If you have questions about the One, Inc. email you receive or the status of your electronic funds transfer (ClaimsPay®) payment, **CONTACT ONE, INC. AT (877) 313-4898 FOR ASSISTANCE**. *Or if you have questions about your policy coverages, please contact your Tower Hill claims representative.*

*Printed checks sent by USPS mail are also option for all claim payments, if that's your preference. Importantly, not all claim types are eligible to participate in ClaimsPay®. If the required action is not taken within 5 business days of the initial email from One, Inc., the payment method automatically defaults to a printed check sent by USPS mail.

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Rev 09/2026