WORKERS' COMPENSATION INSURANCE



Chesapeake Employers' Insurance Company will offer a new electronic claims payment beginning December 2022.

Virtual cards offer faster payments, easier reconciliation, and fewer trips to the bank. We know you might have questions about virtual cards and how it would impact your business. The following questions and answers will help you better understand how virtual cards work.

Q: What is a virtual card?

A: A virtual card is an electronic replacement for checks, which currently require printing and mailing. Virtual cards allow you to receive payments electronically via a unique 16-digit number along with the accompanying Explanation of Payment (EOP).

Q. What are the benefits of virtual card?

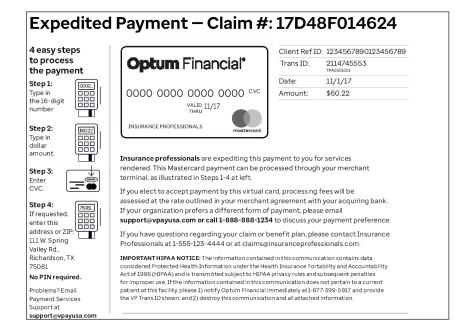
- **A.** Businesses accepting virtual cards enjoy the following benefits:
 - Faster payments. Virtual card payments are delivered via fax, so you will receive payments much quicker than you would with mailed checks.
 - Easier reconciliation. The EOP is delivered with the payment.
 - No bank deposits. Electronic delivery will deposit your funds directly into your merchant account.
 - Protection against fraud. Virtual card payments reduce the risk of fraud. Our partner, Optum Financial®, guarantees delivery of funds to your account. No more stolen, lost or whitewashed checks.

Q. How do I get paid via virtual card?

A. The virtual card is delivered by fax or mail, along with the remittance advice.

Q: What does a virtual card look like?

A: A virtual card is faxed or mailed and includes information and directions on how you can process the payment.





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Q. How do I process a virtual card payment?

A. A virtual card payment can be processed through your merchant terminal as a standard credit card transaction. You will receive funds promptly and in the same manner as other credit card transactions processed through your merchant terminal.

You must follow the four easy steps below to process the payment:

- Type in the 16-digit number
- Type in the dollar amount
- Enter the CVC
- If requested, enter Optum Bank's address or ZIP code: 3701 W. Plano Parkway, Plano, TX 75075If

Q. How long will I have to process the virtual card payment?

A. Please make sure to process the virtual card payment before the expiration date listed on the payment.

Q: I don't have a merchant terminal to process credit card transactions. What can I do?

A: Contact Optum Financial® to learn more about Merchant Services. Virtual terminals can be available in as little as 24 hours, following account verification. From the time the application is approved, it takes 7-10 business days for physical terminals to arrive in the mail.

Q: Is the virtual card payment a secure process?

A: Yes. Optum Financial®, our virtual card payment provider, has a rigid infrastructure to provide extensive security and control over all data and processes. Optum Financial® is PCI certified, has achieved SSAE16 SOC 2 certification, and is HIPAA compliant. In addition, Optum Financial® has multiple fraud-prevention processes built in and guarantees delivery of all funds to the intended payee.

Q: Does a virtual card payment cost anything?

A: You pay nothing to Chesapeake Employers Insurance to use the virtual card payments. However, just as it would be when any other ordinary credit card is used, a processing fee may be assessed by your credit card processing company.

