

Capital Insurance Group® announces partnership with One, Inc., expands digital payment options

Insurance carrier to offer more payment options, including mobile app payments

Folsom, Calif. (September 26, 2017), Capital Insurance Group (CIG), the leading regional Property and Casualty (P&C) insurer serving the Western United States, announced today that it has released new payment processing features with One, Inc., a leading provider of cloud-based software and digital engagement solutions. For this initial phase, CIG has successfully deployed ProcessOne®, ContactOne™ and PortalOne™ tools, to help improve usability and security.

Effective today, CIG policyholders now have the ability to make one-time credit card payments on the CIG Mobile App. With One, Inc.'s industry-leading software, more payment options will be available in the coming months including recurring payments, the ability to check balances and pay by phone. More communication channels will also be offered, including text message alerts and social media notifications.

“This successful deployment reinforces our commitment to providing the best technology solutions to our agents and policyholders,” said John Halberstadt, VP of Technology & Chief Information Officer of Capital Insurance Group. “Digital billing is a huge piece of that equation, and we believe One, Inc. will help us accomplish just that. With their partnership, we will provide our policyholders with faster, convenient payment methods and improve overall security. We look forward to unveiling more enhancements in the coming months.”

By implementing software from One, Inc., CIG policyholders will benefit from:

- **New billing and payment options**, including recurring credit card payments, mobile app payments, push notifications and pay-by-phone
- **Ability to submit payments across multiple channels**, including interactive voice response (IVR) with the ability to take a payment over the phone without the need of customer service assistance
- **More digital communication options**, including short message service (SMS) text messages, social media notifications and other innovative communication alerts

- **Improved technology and security**, as the cloud-based software was designed for the insurance industry and has leading-edge technology to safeguard personal information

“We congratulate Capital Insurance Group on its successful implementation,” said Christopher W. Ewing, CEO, One, Inc. “We are proud to work with an innovative carrier like CIG who is leveraging new digital payment and communication alternatives and thrilled they chose One, Inc. as their digital engagement partner.”

Headquartered in Monterey, Calif., CIG employs nearly 500 people across five states (Washington, Oregon, California, Nevada, and Arizona) with six satellite offices throughout their footprint. The company is known for providing trusted insurance products for the personal, commercial, and agricultural business segments, with an emphasis on property related exposures.

For more information on CIG, please visit www.CIGInsurance.com.

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About Capital Insurance Group

Capital Insurance Group® (CIG) is the leading regional property and casualty insurer serving the Western U.S. since 1898. The company is known for providing trusted insurance products for the personal, commercial, and agricultural business segments, with an emphasis on property related exposures. CIG’s suite of insurance offerings include coverage for, but not limited to: personal and commercial automobile; home and condo owners; rental and seasonal dwellings; farm owners and commercial agriculture operations; and commercial real estate business focused on habitational, office, lessors risk, and other property related exposures. The more than 119 year-old company is rated “A” (Excellent) by A.M. Best, the independent financial monitor of the insurance industry. The company also celebrates an average claims satisfaction rate of 96%. CIG manages personal, business, and agriculture risks underwritten by its affiliate companies: California Capital Insurance Company, Eagle West Insurance Company, Nevada Capital Insurance Company, and Monterey Insurance Company. For more information, please visit www.CIGinsurance.com.

About One, Inc.

One, Inc. provides an integrated cloud-based digital platform designed to transform the way insurance companies interact with their customers. One, Inc.’s technology platform combines core insurance software functions including policy administration, rating and billing with data analytics, CRM, payment processing and agency management—all in one solution—to enable insurance companies to modernize their operations and offer superior solutions and service to their customers. For more information, please visit www.oneincsystems.com.

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