INTERNATIONAL LIFE, HEALTH & TRAVEL INSURER

How BMI cut claims payments from weeks to days

25–35 days → **~48 hours**

BEFORE · BY PAPER CHECK

MOST REIMBURSEMENTS VIA ACCLAIM

35+

COUNTRIES COVERED

OVERVIEW

BMI Companies is an international insurance group with more than 53 years of experience in life, health and travel insurance across Latin America, the Caribbean and select global markets.

BMI's business is broker-led: brokers and agents submit most reimbursement claims on their clients' behalf.

Guided by its commitment to "ease of doing business," BMI partnered with Acclaim to make payments more transparent, efficient and easier to manage.

THE OPPORTUNITY

Claims processing was already close to its service targets. The opportunity came after a claim was approved:

- Checks travelled from Miami to a local office, then the broker, then the member
- Wires were faster but added fees and complexity
- Tracing a payment could take up to three or four days per inquiry
- Banking details were keyed by hand, sometimes from handwritten forms, and incomplete information could lead to failed payments

> **"The issue per se was not really how fast, or how slow, we were processing the claim. It was that after the claim was processed, the payment was also taking an additional amount of days.**
>
> FARA MUNIZ · VP OF HEALTH OPERATIONS, BMI COMPANIES

THE SOLUTION: ONE CONNECTED PAYMENT EXPERIENCE

STEP 1
Claim approved
Payment instructions flow to Acclaim.

STEP 2
Member chooses
A secure link to pick how and where, including local currency where available.

STEP 3
Validated & paid
Details validated, funds delivered, status reported back to BMI.

RESULTS

A better experience across the insurance ecosystem

> We wanted a payments layer that fit directly into our core systems rather than another process bolted on the side.

ESTEBAN CHINCHILLA · CHIEF OPERATING OFFICER, BMI COMPANIES

Reimbursements in days, not weeks	Checks no longer travel through local offices and brokers. BMI now reports that most reimbursements through Acclaim arrive in approximately 48 hours.
Brokers spend less time chasing payments	Members can now track their own payments, giving brokers more time to advise on coverage, prepare renewals and develop new business.
Better visibility and less manual reconciliation	Payment references and status information connect back to BMI's systems, improving reconciliation and reducing manual work.

OUT OF THE CLAIMS JOURNEY

> "The where and how the money goes out is no longer part of claims data entry or a claim processor's journey."

FARA MUNIZ · VP OF HEALTH OPERATIONS

For BMI, the outcome is not just faster money movement. It is less time resolving payment problems, stronger broker relationships, and more time focused on service.

Ready to simplify your insurance payments on one platform?

withacclaim.com

Request a demo

withacclaim.com/contact/request-demo