

GLOBAL TRAVEL INSURANCE TPA

How Robin Assist expanded its global payment capabilities with Acclaim

3 weeks

to the first live payments

3 days

of development for the API integration

~25%

of potential second payments prevented

Hours

for funds to arrive, sometimes minutes

OVERVIEW

Robin Assist is a global travel insurance TPA, providing 24/7 claims and assistance and paying claimants, hospitals and suppliers in many countries and currencies.

A new Canadian programme needed Interac e-Transfer, which its existing infrastructure couldn't support. Robin Assist chose Acclaim for speed of delivery, local payment methods, cross-border cost and claims-platform integration.

One Canadian requirement quickly became a broader partnership.

THE OPPORTUNITY

Claimants are often being reimbursed after a medical emergency or a cancelled trip. Once a claim is approved, payment should be fast and simple, in the right method for each country. Robin Assist needed:

- Local methods, including Interac e-Transfer
- Claimant choice and secure details capture
- Validation and clear payment status
- Competitive cross-border costs
- API connection to its claims platform

IMPLEMENTATION

PHASE 1

Run alongside

Used next to existing processes.

WEEK 3

First payments live

Claimants paid via new methods.

PHASE 2

API in three days

Status flows back automatically.

No new workflow for claims teams.

“ We’ve been genuinely impressed with Acclaim’s ability to move quickly, implement with us and customise the solution around our needs.

MARK PANTURESCU · HEAD OF FINANCE, ROBIN ASSIST

RESULTS

“Speed to payment for the customer is the number one priority.”

MARK PANTURESCU · HEAD OF FINANCE

Faster, cheaper payouts

Local digital methods like Interac reach claimants far faster than an international wire, often at lower cost. Depending on country and method, funds arrive within hours, sometimes minutes.

More choice for claimants

Claimants securely enter their own details and choose the method that suits them, so less sensitive banking data passes through Robin Assist. Co-branded messages show who is paying and why.

Fewer repeat payments

Incomplete or incorrect details are caught before funds are sent, with clear guidance on what to fix. Robin Assist estimates this has prevented about 25% of potential second payment issuances.

Clear visibility

Payment status flows straight into Robin Assist’s existing systems, giving finance and operations a clear view of every payment and supporting reconciliation across programmes and accounts.

CLAIMANTS NOTICED

Unsolicited emails in the first six months.

“I received payment on my claim today. Very slick payment deposit process.”

ROBIN ASSIST CLAIMANT

EXPANDING THE PARTNERSHIP

What began with Interac in Canada now spans multiple programmes, giving Robin Assist flexibility as it adds new countries and partners.

“Acclaim has become one of our preferred payment solutions. It gives us another way to get money to customers quickly and the flexibility to support different programmes and markets.”

MARK PANTURESCU · HEAD OF FINANCE

Ready to simplify your insurance payments on one platform?

withacclaim.com[Request a demo](#)withacclaim.com/contact/request-demo