



FAQ

Here are some of the frequently asked questions about how to set up a Chase Payments account so that you can receive payments of your pet insurance claims electronically.

How can I sign up for electronic payment of claims?

Log in to your Nationwide Pet Account Access page at my.petinsurance.com and click the “Receive claim payment electronically” link to receive your next claim payment electronically. You will need to opt in by verifying your email address and accepting the terms of service. Soon after you’ve enrolled, you’ll receive a confirmation email. When your next claim is processed, you’ll be notified to register for an electronic payment account.

What happens after I sign up?

When your next claim has been processed, you will receive an email within 24 hours with instructions on how to register for an electronic payment account through Chase Payments. You can link this Chase Payments account to your desired bank account (checking or savings).

You will only need to register for a Chase Payments account once. For future claims, you will be notified of available claim payments by email and you will only need to accept these payments via your Chase Payments account.

How long will it take to receive payment?

Once you have registered for a Chase Payments account, you will be able to immediately accept the pending payment. After you have accepted the payment, it will be transferred to the bank account you have specified within one to two business days.

Do I need to have a bank account with Chase?

No. You will need to register for a Chase Payments account, but you do not need to have a Chase bank account to receive payments.

Will I receive anything in the mail?

No. When you have opted in for electronic payment of claims, you will receive email notification of your Explanation of Benefits, which will be available for view from your Nationwide Pet Account Access page at my.petinsurance.com.

Is there a fee for receiving electronic payment of claims?

No. There is no fee for receiving electronic claims payments.

Can I un-enroll from electronic payment of claims?

Yes, if you are already enrolled to receive electronic payment of claims, you can un-enroll within your Nationwide Pet Account Access page by visiting the “Edit My Profile” section and clicking to uncheck the box that reads: “Yes, I want to receive electronic claim payments.” Once you have unchecked the box, click “Submit” to save your preferences.

Go to my.petinsurance.com.

