ACH Enrollment Process

HCC Life Insurance Company Operating as Tokio Marine HCC – A&H Group

Tokio Marine HCC – A&H Group (TMHCC) has an Automated Clearing House (ACH) payment process for claims reimbursements, commissions, and override payments. Enrollment is mandatory, as it provides great security protection as well as enhanced customer service and faster turnaround times. Please reach out to us at hcclachenrollments@tmhcc.com if you have any questions.

1 TMHCC will reach out to the contact person provided on the ACH Claims Reimbursement form for enrollment in our ACH program. The person listed on the form will be the person authorized to enter bank account information into our secure ACH website.

2 TMHCC will send to the ACH contact person an EFT Agreement, via DocuSign, to be signed and returned.

3 Once the signed EFT Agreement has been received, we will send an email with a link to the website, along with a temporary password. The ACH contact person will sign in, create the group's profile, and change the password.

4 The ACH contact person will enter the group's banking account information and select "SUBMIT". Please note, the ACH contact person is the only person with access to the banking account information.

5 TMHCC will be notified the banking information has been entered and will send the Banking Verification document, via DocuSign, to the ACH contact person for review and signature.

6 The ACH contact person will review and initial the Banking Verification form. The ACH contact person will be asked to provide contact information for a second person at the group to also review and sign the document.

7 TMHCC requires two separate individuals to review and sign the form to ensure the banking account information entered by the ACH contact person is correct.

8 Once the signed Banking Verification document is received, TMHCC will review and activate the ACH account. The ACH contact person will now have access to add additional persons to the group's account to view and download statements.

Tokio Marine HCC- A&H Group
A member of the Tokio Marine HCC Group of Companies
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