



Our new digital payment vendor is coming soon

At Encova Insurance, we're dedicated to providing you the highest level of service. In our continued effort to improve your online experience, we have changed our digital payment vendor.

Effective Monday, July 27, we will move digital payments to One Inc. You will notice One Inc is easier to use and has a more modern look and feel. It accepts multiple payment methods and mobile payments, and its platform will allow us to make more improvements in the future. All auto payments will be automatically transferred; if you have autopay currently set up you do not need to take any action for this service to continue.

As a policyholder, you will no longer receive charges or communications from Fiserv related to your commercial policy premium payments; all will now come from One Inc. With the switch to One Inc, a convenience fee will be applied to those paying via credit card. However, in recognition of the impact of the COVID-19 pandemic, this fee will be waived until Jan. 1, 2021.

We're excited to continue to bring you the best products and the best service. If you have questions about this upcoming change, contact your independent Encova agent.

Please note: Policies underwritten by our legacy companies will still be billed through Fiserv.



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