



One Inc Frequently Asked Questions

Agent FAQ

October 2024

Q: What is One Inc?

A: One Inc is a technology company that specializes in digital payment solutions for the insurance industry. Beacon Mutual has teamed up with One Inc to facilitate payments, including agent commission payments. Beacon will transition to One Inc in late October 2024.

Q: What payment options do I have with One Inc and how long will it take for each payment to be received?

A:

Commissions Payment Option	Estimated Time to Delivery
Direct Deposit (ACH) - Funds are deposited into a payee's bank account	1 to 3 business Days*
Paper Check	4-10 business Days*

** From date of issuance*

Q: What is changing with the One Inc transition?

A: Here's what is changing if you currently receive your commission payments by paper check:

- The appearance of commission checks will look slightly different after the transition.
- Today, all our checks are mailed from Atlanta, Georgia. After the transition, checks will be mailed from Green Bay, Wisconsin. While both Green Bay and Atlanta have the same four-day service standard for delivery to New England for First-Class Mail, this may impact the day of the week the Postal Service delivers commissions checks.

A: Here's what is changing if you currently receive your commission payments electronically:

- You will be able to register using your bank account number. To continue receiving your commissions electronically, you will need to first verify your contact information with Beacon Mutual.
- **IMPORTANT: If you update your email address and phone number by October 21st, you will receive an email from One Inc claimspay@oneinc.com on or about October 25th.** Please note although this is not a claim payment, the payment is generated from out of One Inc's Claimspay platform and so the sender email address is claimspay@oneinc.com.
- **This email from One Inc will contain instructions for you to sign up and provide your banking information to One Inc before your next regularly scheduled commissions payment.**
- *See FAQs below regarding contact verification and sign-up below*
- This transition will not affect the timing of when Beacon issues your commissions payment. but after the payment is issued, there will be a systematic 24-hour hold period before it is released for ACH payments. As a result, you may receive your payment one day later than expected.

Q: What is not changing with the One Inc transition?

A:

- There will be no difference in your commission payment amount due to Beacon's partnership with One Inc.
- This transition will not affect the timing of when Beacon issues your commission payment.
- All checks will continue to be mailed through the United States Postal Service via First Class Mail, which promises delivery within 4-10 business days.

Q: Why do you need my agency's financial contact's email and mobile or direct phone number* before One Inc launches?

A: In preparation for the program rollout, we need to receive your contact information (email address and mobile or direct phone number*) so One Inc can send you a sign-up notification. This will ensure that you are in the One Inc system and will receive commission payments by electronic fund transfer (EFT).

**One Inc will use this phone number to provide you with a verification code to confirm your identity.*

Q: Why do I need to re-enroll in EFT with One Inc?

A: If you do not re-enroll in EFT with One Inc, your regular monthly commission payments will revert to paper checks.

Q: What if I currently receive my commissions via paper check, but want to receive it via direct deposit (EFT)?

A: After November 18, 2024, you will be eligible to update your payment method. You will receive communication with instructions on how to do so.

Q: Who do I contact if I have any questions?

A: For general One Inc inquiries, contact accountingworkflow@beaconmutual.com. For technical inquiries regarding the One Inc portal, please contact One Inc at <https://www.oneinc.com/company/contact>.