iBIS Payment Process Enhanced to Better Protect Sensitive Data

Securing our customers' credit card and electronic funds transfer (EFT) information is very important to us. To ensure we can continue to protect this sensitive data, we have partnered with JP Morgan Chase to enhance our payment processes in iBIS. These changes will be introduced the evening of June 7, 2017, and will help us better adhere to Payment Card Industry Data Security Standards (better known as PCI/DSS Compliance).

Once the enhanced payment process is launched, you'll notice the following changes in iBIS:

- On the iBIS Billing Screen, a new field will be added to select the "Down Payment Method" (this method was previously chosen on the iBIS Down Payment Screen). If a change to the down payment method is desired, you will make this adjustment on the iBIS Billing Screen.
- For Credit Card and EFT down payments or when a Recurring Credit Card payment method is selected, you will be taken to a JP Morgan Chase payment screen to enter this sensitive information. The policyholder's email address will be required so a confirmation of the transaction can be sent. The three-digit CVV (credit verification value) number on the back of the credit card will also be required. As a result of these changes, the Credit Card Authorization Form will no longer be required.
- For Commercial Lines' accounts that are referred to Underwriting and have a credit card or EFT down payment or recurring credit card payment method selected, final issuance will be handled by the agency so this sensitive data can be collected upon completion of Underwriting's review.

Webinars will be conducted the week of June 5 to provide additional information related to these iBIS payment enhancements. Please register for one of these webinars by clicking on the "upcoming event" link in the Information Center area of the iBIS Agency Services screen.

If you have any questions, please contact Agency Services Support at (800) 234-1133 Ext. 3000 or agencyservices@fmins.com.