Curi's Premium Payment System/Process Transition Q&As

We are excited to introduce an enhanced billing and payment system making it even easier for clients to access their invoices and manage their account notifications and payment preferences. We understand you and your clients will have questions. This document will be updated as more details are available.

What is KUBRA
KUBRA is an online invoice and payment platform. While KUBRA is the system powering the payment platform, all system branding and messaging is Curi providing a seamless online experience.

What enhancements are included with the roll out of KUBRA?
The enhancements include:

- On-demand electronic payment portal (this will replace Curi's current online payment portal);
- Reoccurring autopayment functionality (this will replace Curi's current Electronic Funds Transfer program);
- E-billing;
- Email and SMS text notifications for when a new invoice is available, an account is overdue, payments is received, etc.;
- Billing and payment history; and
- invoice download

When will KUBRA be available to Curi Members
We anticipate being fully transitioned by Q4 2023.

How will my clients access KUBRA
Clients will access KUBRA through our website www.curi.com/pay-premium. They will login to the website using their existing Curi credentials. If a client does not have a login for the Curi website, one can be created using the "Register as a new user" link under the Sign In tab at the top righthand side of the Curi homepage.

Note: Practice Staff will need their Policy Number and PIN to complete login validation. Their unique PIN number is located on their Declaration Page.

How will this change impact clients currently set up on Curi's Electronic Funds Transfer (EFT) program?
The draft premium payments for existing customers of Curi's EFT program will be transitioned off automatic payments as their policies renew. Clients with a policy expiration date between December 2023 and July 2024 will need to go to www.curi.com/pay-premium to set up the KUBRA autopay at renewal for continued automatic withdraw of their premium installments.

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Clients with a policy expiration date of August 2024 – November 2024 will need to go to www.curi.com/pay-premium to set up the KUBRA autopay prior to May 2024 if they wish to continue with automatic withdraws of their premium installments.

How do I get a list of my clients currently participating in Curi's EFT program?
Contact Amber Popham at amber.popham@curi.com for this information.

Can I view my client's billing information in the new KUBRA platform?
No. However, you can continue to access customer invoices as well as billing and payment information on Curi's Policyholder Services Portal.

What additional training/resource materials are available to assist me and my client though this transition?
Your Curi Member Services Representative will reach out to provide additional training and a demo to your agency staff. In addition, short training videos, user guides, and FAQs will be available for reference on our website.

Who should I contact if I have additional questions?
Please contact Amber Popham at amber.popham@curi.com.