FOR PROPERTY OWNERS

Getting paid on your insurance claim

The contractor, public adjuster, or attorney handling your claim is processing your check through iink. Here is everything you need to do to get paid — you may have finished some of it already.

iink does not mail you a paper check. Your money arrives by direct deposit (ACH) into the bank account you connect.

THREE THINGS TO COMPLETE

1

Create your iink account

Go to app.iink.com and sign up using the same email address you gave your professional — that's how your claim gets matched to you. Create a password, turn on multi-factor authentication, and verify your email.

Log in or sign up
app.iink.com

2

Connect your bank account

Open **Payment Methods → Bank Accounts → Add Account** and connect through Plaid. The fastest way is to log in with your online banking username and password — Plaid verifies your account instantly.

If you can't log in that way, verify manually: iink sends a **$0.01** deposit, and the **3 letters after the # symbol** in its description are your code.

▸ Watch: connecting your bank
youtu.be · iink Payments

3

Sign for your check

You'll get a secure link by text and email. Open it, review how the funds are being split between everyone on the check, and sign electronically. If a mortgage company is on the check, you'll also sign a Third-Party Letter of Authorization — by DocuSign or by hand, depending on your servicer. **Have your mortgage loan number ready** before you start; your latest mortgage statement is the easiest place to find it.

Signature requests
help.iink.com

DO NOT DEPOSIT THE CHECK YOURSELF

This is a multi-party check. Taking it to your own bank will stop the process and delay your payment. Hand the check to your professional so it can be deposited properly through iink.

Signed everything, but nothing in your bank yet?

If you finished setting up your account **after** your check had already been processed, your funds are waiting in your iink Wallet instead of going straight to your bank. Log in, click **Transfer**, and send the funds to your connected bank account. Scan for the walkthrough, transfer speeds, and any fees.

Wallet transfers

13–26 days Typical time from check submission to funds in your account, depending on your servicer and claim size.

Questions at any point? support@iink.com · 833-468-4465 · live chat at iink.com · guides & the $0.01 code walkthrough at help.iink.com

Your bank connection runs through Plaid, iink never stores your banking credentials, and transactions are FDIC- and DIF-insured. iink is SOC 2 compliant. · Overview and 90-second video: iink.com/resources/homeowners